



2004
NEW YORK STATE

Managed Care Plan Performance



A Report on Quality, Access to Care,
and Consumer Satisfaction

State of New York
George E. Pataki, Governor

Department of Health
Antonia C. Novello, M.D., M.P.H., Dr.P.H., Commissioner

Additional and related information is also available from the New York State Department of Health web site on the Internet:
<http://www.health.state.ny.us>

Comments regarding the format or content of this report are welcome.

Persons interested in obtaining additional information on this report should contact the Department of Health
Office of Managed Care at 518-473-7684.

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A MESSAGE FROM THE COMMISSIONER

Governor Pataki and I remain committed to improving access to affordable, high quality health care in New York State. This report contains performance information about managed care health plans in New York and presents information for commercial, Medicaid and Child Health Plus consumers.

The report helps to inform and educate health care consumers, providers, and insurers as they make important decisions for themselves, their families, and their employees. Accountability through public reporting of health care quality results is fundamental to our overall commitment to improved access to health care information for all New Yorkers.

The performance of our health plans in New York continues to surpass available national benchmarks for similar health plans. We are pleased that as a result of our ongoing collaboration with health plans and enrollees, we continue to see improvements in preventive services, chronic care, and consumer satisfaction. This year's results show improvement in the percentage of children prescribed appropriate medications for asthma and a significant increase in the percentage of children in CHPlus who were fully immunized by age two.

Quality improvement is a continuous process and we pledge to continue our efforts with all health plans to provide support and technical assistance in our mutual effort to make New York residents the healthiest in the nation.

Those who are interested may access the report on our website (<http://www.health.state.ny.us>) both in this format, and in an electronic version (eQARR) that allows for regional comparisons of measures.

If you have any questions or comments regarding this report, you may contact the New York State Department of Health's Office of Managed Care, Bureau of Quality Management and Outcomes Research, at (518) 473-7684.



Antonia C. Novello, M.D., M.P.H., Dr. P.H.
Commissioner



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Overview



OVERVIEW

INTRODUCTION

Managed care plans provide a wide range of health services to millions of New Yorkers. Choosing a health plan that meets your needs and the needs of your family is an important decision. This report is designed to help you make an informed decision by providing you with clear, easy-to-read information on health plan performance with respect to primary and preventive health visits, access to health care, behavioral health and medical management of select chronic diseases. This report also provides descriptive information on the managed care plans currently enrolling members in New York State, including the regions of the state they currently serve, the types of insurance they accept, how to contact them and other important information.

There are important things to consider when choosing a managed care plan. Does your current doctor participate in the plan? Does the plan enroll members in your county of residence? Does the plan offer special services that will enhance the health of your family? How much will coverage cost? Talk to friends, family, co-workers and health care providers before making your choice.

QUALITY MEASUREMENT IN
NEW YORK STATE

As a way of monitoring plan performance and improving the quality of care provided to New York State residents, the New York State Department of Health (NYSDOH) implemented a public reporting system in 1994 called the Quality Assurance Reporting Requirements (QARR). QARR is largely based on measures published by the National Committee for Quality Assurance (NCQA) Health Plan Employer Data and Information Set (HEDIS®) and has been collected annually for managed care plans since the 1994 measurement year. QARR also includes information collected using a national survey methodology called the Consumer Assessment of Health Plans Survey (CAHPS).

CAHPS is collected every year for commercial enrollees. The Department sponsors a consumer satisfaction survey for Medicaid enrollees every two years.

Type of Insurance

Information on three types of insurance is included in this report: commercial, Medicaid and Child Health Plus. Individuals whose employers pay for their insurance are included in the category, “commercial.” People in government-sponsored programs are represented in Medicaid (which includes Family Health Plus enrollees age 19 and older) or Child Health Plus (enrollees up to the age of 19). Child Health Plus is New York State’s version of the federal State Children’s Health Insurance Program (SCHIP).

Who Reports?

This report contains information from 39 health plans. Nineteen plans reported on commercial enrollees; 28 plans reported on Medicaid enrollees and 28 plans reported on Child Health Plus enrollees. Three plans (Atlantis, Horizon, and MHI) did not report for 2003 because of small enrollment. In 2004, Medicaid recipients from 28 health plans were surveyed for CAHPS. The results from one plan, GHI, are not reported because its enrolled population (consisting only of Family Health Plus recipients) is not the same as the 27 other plans surveyed. The Department also did not survey UnitedHealthCare of New York because at the time the survey was conducted the plan had indicated that it would no longer be participating in the Medicaid Managed Care program.

ABOUT THIS REPORT

This report contains the most recent information from commercial and Medicaid satisfaction surveys, standardized quality of care measures and the providers in the plans’ networks. The health plans have their information validated by an independent auditor prior to sending it to the Department. Only valid information is published in this report.

OVERVIEW

What is in this report?

Information about the health plans is divided into the following seven areas:

- Plan Profiles
- Provider Network
- Child and Adolescent Care
- Women's Health
- Adults Living with Illness
- Behavioral Health
- Access and Service

Information from the satisfaction surveys (CAHPS) is included in the Provider Network, Adults Living with Illness and Access and Service sections.

Performance Ratings

Each section contains groups of quality of care performance measures with results for each plan and the statewide average. Symbols are provided to indicate whether the plan performed statistically better (▲) or worse (▼) than the statewide average.

Performance Measure Reporting

The Department does not require health plans to collect all measures every year. For measures that were not collected in 2003, the most recent information available is reported. The following measures were collected during 2002 but not in 2003:

- Breast Cancer Screening
- Cervical Cancer Screening
- Frequency of Ongoing Prenatal Care
- Timeliness of Prenatal Care
- Postpartum Care
- Controlling High Blood Pressure.

Several new measures were adopted for the 2003 measurement year; however, individual plan rates are not published for the first year of reporting. Instead, data for each of these measures are reported in aggregate. These new measures include:

- Appropriate Treatment for Children with Upper Respiratory Infection
- Appropriate Testing for Children with Pharyngitis
- Colorectal Cancer Screening
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment

Trends and Averages

The last page of each section shows a graph showing New York's performance over time and comparable national benchmarks (if available) for the performance measures published in that section.

When available, commercial and Medicaid benchmarks are obtained from the National Committee for Quality Assurance's (NCQA) State of Health Care Quality Report, available online at <http://www.ncqa.org/communications/news/sohc2004.htm>

There are currently no available national benchmarks for Child Health Plus.

Regional Rates

The last section of this report is a table indicating regional averages for each of the performance measures. Rates for Long Island (LI), New York City (NYC), Hudson Valley (HV), Northeast (NE), Central (CEN) and Western (WST) New York are presented, along with the total of all counties outside of New York City (ROS). For more information on what counties are in each of these regions, refer to the Measure Description table in the Plan Profiles section of this report (Section 2).

OVERVIEW

OTHER MANAGED CARE REPORTS
AND WEBSITES

Department of Health

eQARR

As in previous years, annual quality results are also available on the Department's website as an interactive report card (eQARR) for health care consumers. Commercial, Medicaid and Child Health Plus data are available on a regional basis, and whether a health plan scored significantly above or below the regional average is presented. eQARR can be found at the following direct link: <http://www.health.state.ny.us/nysdoh/eqarr/nmain.htm>.

Consumer Guides

The Department also produces consumer guides for Medicaid enrollees. The guides contain adult and child quality, access to care and satisfaction with care ratings. Six regions are available for the 2004 versions: New York City, Long Island, Western New York, Northeast New York, Central New York, and the Hudson Valley. The New York City guide is also available in Spanish, Russian, and Chinese. Guides can be obtained free of charge at the department's website or by calling the Office of Managed Care at (518) 473-7684.

NYS Managed Care Report-Supplement

The 2004 NYS Managed Care Report-Supplement contains additional information for managed care plans, providers, purchasers and consumers and is available on the Department's website at http://www.health.state.ny.us/nysdoh/mancare/qarrfull/qarr_2004/supplement_intro.htm.

This supplemental report contains data on Prenatal and Postnatal Care (including technical notes on data collection and risk-adjustment models used in the prenatal care analyses), Provider Network and Service Utilization.

Other Publications

*The New York State Insurance Department
Consumer Guide to Health Insurers*

For commercial managed care plans, selected QARR Effectiveness of Care, Satisfaction with the Experience of Care, and Provider Network data are included in the State Insurance Department's (SID) publication, the New York Consumer Guide to Health Insurers. The Guide also includes general information on health insurance and managed care, as well as data from SID on complaints and payment methodologies. The SID web site is located at: <http://www.ins.state.ny.us>.

*Health Accountability Foundation New York State
HMO Report Card*

For commercial managed care plans, selected QARR Effectiveness of Care and Satisfaction data are also included in a report published by the New York State Health Accountability Foundation (HAF) entitled, the New York State HMO Report Card. The Report Card also includes Access to Care information from QARR. The HAF web site is: <http://www.nyshaf.org>.

FEEDBACK

We welcome suggestions and comments on this publication. Please contact us at:

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S E C T I O N

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Information on Health Plans Serving New York State Residents



PLAN PROFILES

This plan profile section provides an overview of each managed care plan operating in New York State (NYS) during 2003. The profiles include the following information:

Column Heading	Description
Type of Insurance	Whether a plan enrolls members under private insurance (CO), Medicaid managed care (MA), Child Health Plus (CHP), or Family Health Plus (FHP) is indicated by the following symbol: †.
Plan Service Areas	The 62 counties of NYS are divided into six regional plan service areas. Managed care organizations are certified to operate in specific counties in New York State. Please contact the health plans in your area to find out if they are currently enrolling in your county of residence.
Long Island (LI)	Nassau, Suffolk.
New York City (NYC)	Bronx, Kings (Brooklyn), New York (Manhattan), Queens, Richmond (Staten Island).
Hudson Valley (HV)	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester.
Northeast (NE)	Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington.
Central (CEN)	Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga, Tompkins.
Western (WST)	Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates.
Member Services/ Website	A toll-free member services number, and if available, the health plan's main website URL.
NCQA Accreditation	The National Committee for Quality Assurance's (NCQA) comprehensive accreditation process is conducted by a team of physicians and managed care experts. The accreditation level granted by NCQA is contained in this column. For more information about the accreditation process and the degrees of certification, visit NCQA's web site at www.ncqa.org .
2003 Enrollment	The total number enrolled in the health plan as of December 31, 2003.
Percent Change from 2002	The percent change in total enrollment between December 31, 2002 and December 31, 2003.

HEALTH PLAN	TYPE OF INSURANCE				PLAN SERVICE AREAS*						Member Services
	CO	MA	CHP	FHP	LI	NYC	HV	NE	CEN	WST	
ABC Health Plan		•	•	•		•					1-800-298-2420
Aetna	•				•	•	•		•		1-800-872-3862
Affinity Health Plan		•	•	•	•	•	•				1-866-247-5678
AmeriChoice		•	•	•		•					1-800-493-4647
Atlantis Health Plan	•					•					1-877-667-3627
Blue Choice (Option)	•	•	•	•				•	•	•	1-800-462-0108
BSNENY	•	•	•	•				•	•		1-800-459-7587
CarePlus Health Plan		•	•	•		•	•				1-877-692-8669
CDPHP	•	•	•	•			•	•	•		1-800-777-2273
CenterCare		•	•	•		•					1-800-545-0571
Cigna	•				•	•	•				1-800-345-9458
Community Blue	•	•	•	•					•	•	1-800-544-2583
Community Choice		•	•	•		•	•				1-800-224-7990
Community Premier Plus		•	•	•		•					1-800-867-5885
Empire	•		•		•	•	•	•			1-800-261-5962
Fidelis Care New York		•	•	•	•	•	•	•	•	•	1-888-343-3547
GHI HMO Select	•	•	•	•	•	•	•	•	•		1-877-244-4466
Group Health, Inc.			•			•					1-800-848-4747
Health Net	•				•	•	•				1-800-848-4747
Health Plus		•	•	•		•					1-800-300-8181
HealthFirst PHSP, Inc.		•	•	•	•	•					1-866-905-5445
HIP	•	•	•	•	•	•	•				1-800-447-8255
Horizon Health Care	•				•	•	•				1-866-326-3389
Hudson Health Plan		•	•	•			•				1-800-339-4557
Independent Health	•	•								•	1-800-501-3439
Managed Health, Inc. (MHI)	•					•					1-888-260-1010
MDNY	•				•						1-800-707-6369
MetroPlus		•	•	•		•					1-800-475-6387
MVP	•	•		•			•	•	•		1-888-687-6277
Neighborhood Health Providers		•	•	•		•					1-800-826-6240
New York-Presbyterian CHP		•	•	•		•					1-800-261-4649
Oxford	•				•	•	•				1-800-666-1353
Partners in Health		•	•	•		•					1-800-224-6321
Preferred Care	•	•								•	1-800-950-3224
Suffolk Health Plan		•	•		•						1-800-763-9132
Total Care		•	•	•					•		1-800-223-7242
UnitedHealthCare of New York	•	•	•	•	•	•	•		•		1-800-705-1691
Univera Community Health		•	•	•						•	1-800-494-2215
Univera HealthCare	•									•	1-800-337-3338
Upstate HMO	•		•					•	•	•	1-800-722-7884
Vytra Health Plans	•				•	•					1-800-448-2527
WellCare of New York		•	•	•		•	•	•	•		1-800-288-5441

* Plans may not participate in all counties in regions indicated.

** Data Source: NCQA website: <http://hprc.ncqa.org/index.asp>.
NCQA Accreditation Status as of 9/21/2004.

Website	NCQA Accreditation **	2002 Enrollment	+/- Change from 2001
www.abchealthplan.org		9,719	1%
www.aetna.com	Excellent	364,137	-23%
www.affinityplan.org		185,630	30%
www.americhoice.com		91,562	12%
www.atlantishp.com		7,237	-33%
www.excellusbcbcs.com	Excellent	491,169	-5%
www.bsny.com	Excellent	117,848	12%
www.careplushealth.com		93,546	26%
www.cdphp.com	Excellent	317,048	0%
www.centercare.org		84,482	19%
www.cigna.com/health/	Commendable	60,102	-22%
www.bcbstny.com	Excellent	389,728	14%
		17,992	4%
		56,907	114%
www.empireblue.com	Excellent	418,634	8%
www.fideliscare.org		215,974	22%
www.ghihmo.com	Commendable	34,610	-14%
www.ghi.com		2,510	12%
www.healthnet.com	Scheduled	217,914	9%
www.healthplus-ny.org		234,013	34%
www.healthfirstny.com		231,138	48%
www.hipusa.com	Commendable	873,794	4%
www.horizon.healthcare.com		218	-54%
www.hshhp.org		50,462	20%
www.independenthealth.com	Excellent	321,128	-4%
		21,718	-4%
www.mdnyhealthcare.org		46,533	-25%
www.ci.nyc.ny.us/html/hhc/html/metroplus.html		193,324	44%
www.mvphealthcare.com	Excellent	340,940	-1%
www.getnhp.com		88,727	17%
www.nyp.org/healthplan		49,752	52%
www.oxhp.com	Excellent	896,422	-13%
www.stbarnabashospital.org/PIH		23,590	8%
www.preferredcare.org	Excellent	161,855	9%
www.suffolkhealthplan.com		16,404	9%
		21,343	16%
www.unitedhealthcare.com	Excellent	139,066	-10%
www.univeracommunityhealth.org		14,963	14%
www.univerahealthcare.com	Excellent	133,225	-16%
www.excellusbcbcs.com	Excellent	72,916	-18%
www.vytra.com	Excellent	97,400	-2%
www.wellcare.com		55,621	28%

Not every plan may be accepting new enrollment. Please call the plan Member Services number to make sure.

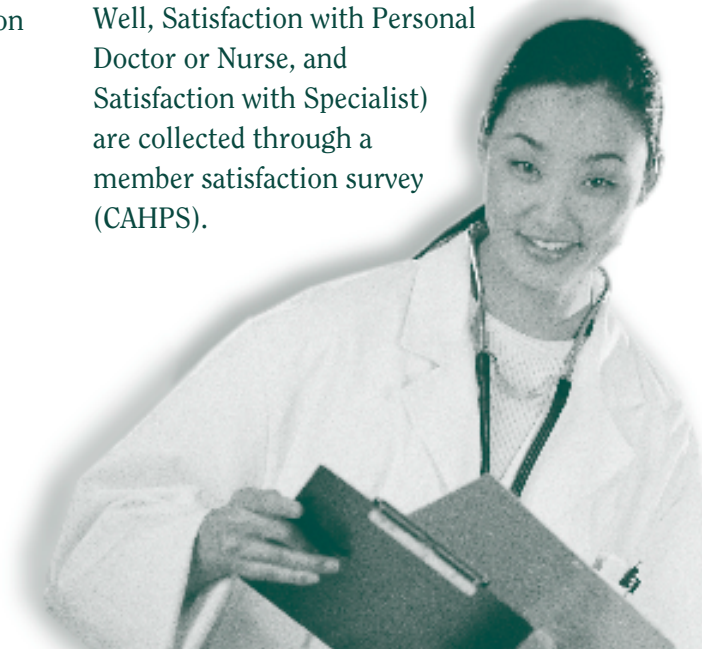
Provider Network



PROVIDER NETWORK

This section of the report is designed to provide information on a health plan's provider network and how consumers feel about the care they receive by network providers. Also included in this section are board certification rates for three types of physicians. Various boards certify physicians in their area of specialization based on education, experience, and clinical and/or written testing.

With the exception of Board Certification, the measures in this section (How Often Providers Communicated Well, Satisfaction with Personal Doctor or Nurse, and Satisfaction with Specialist) are collected through a member satisfaction survey (CAHPS).



Measure	Description (Type of Insurance)
Board Certification	The percentage of board-certified physicians in each of the following three specialty fields: primary care, obstetrics and gynecology, and pediatric practitioner specialists. (CO, MA)
How Often Providers Communicated Well	The percentage of members that responded "usually" or "always" when asked how often their doctor or health care provider listened to them carefully, explained things in a way they could understand, showed respect for what they had to say, and spent enough time with them. (CO, MA)
Satisfaction with Personal Doctor or Nurse	The percentage of members responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible) when asked "How would you rate your personal doctor or nurse now?" (CO, MA)
Satisfaction with Specialist	The percentage of members responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible) when asked "How would you rate your specialist?" (CO, MA)

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Board Certified Primary Care	Board Certified OB/GYN	Board Certified Pediatric Specialist	Provider Communication	Satisfaction with Personal Doctor or Nurse	Satisfaction with Specialist
Aetna	84▼	81▲	73▼	90	77	79
BSNENY	88▲	83	71	95	77	80
Blue Choice	88	80	75	94	75	80
CDPHP	83▼	82	77	95▲	82	81
CIGNA	81▼	68▼	76	89▼	68	76
Community Blue	85	84▲	64▼	94	72▼	80
Empire	91▲	84▲	80	93	78	81▲
GHI HMO Select	85	78	78	95▲	80	81
HIP	83▼	68▼	75▼	87▼	69▼	62▼
Health Net	84▼	79	87▲	90▼	75	74
Independent Health	82▼	82	79	94▲	82	81
MDNY	85	86▲	80	90	80	78
MVP	88▲	81	76	93	75	83
Oxford	88▲	78	82▲	86▼	76	70▼
Preferred Care	91▲	88▲	90▲	93▲	80▲	81
UnitedHealthCare of NY	89▲	78	76	91	75	77
Univera HealthCare	83▼	68▼	61▼	93	76	82
Upstate HMO	89▲	79	71	94	81▲	84
Vytra Health Plans	89▲	87▲	73▼	92	79	77
Statewide	86	79	78	92	77	79

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

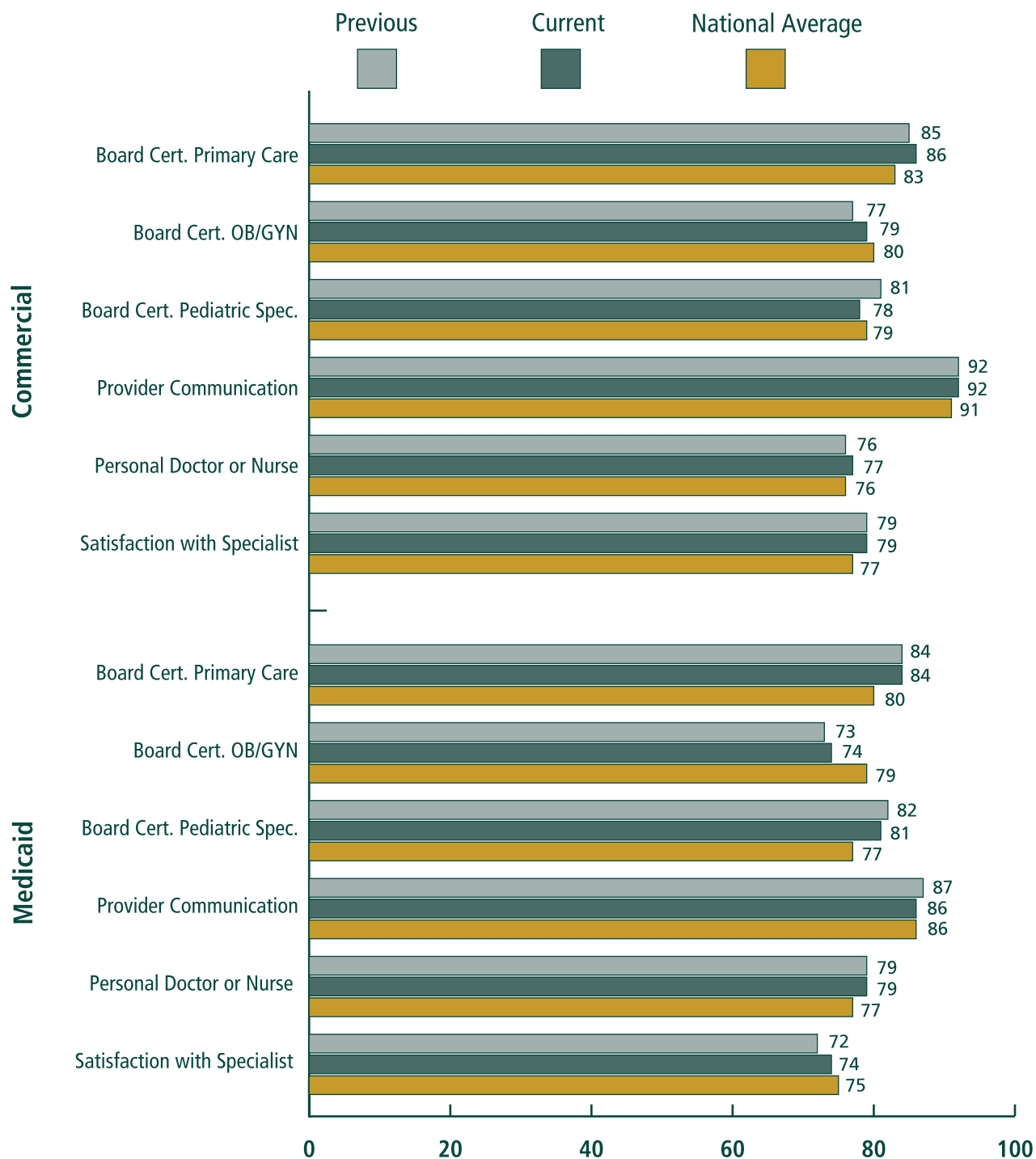
HEALTH PLAN	Board Certified Primary Care	Board Certified OB/GYN	Board Certified Pediatric Specialist	Provider Communication	Satisfaction with Personal Doctor or Nurse	Satisfaction with Specialist
ABC Health Plan	82	65▼	70▼	84	77	64▼
Affinity Health Plan	84	74	83	83▼	77	71
AmeriChoice	86▲	77	88▲	86	77	67
BSNENY	88▲	82	74	92▲	85▲	79▲
Blue Choice Option	NV	80	75	90▲	85▲	81▲
CDPHP	83	82▲	78	90▲	82	86▲
CarePlus Health Plan	85	75	84	86	74▼	75
CenterCare	84	71	96▲	83▼	72▼	67▼
Community Blue	84	81▲	61▼	89▲	82	78
Community Choice	78▼	68	84	84▼	79	76
Community Premier Plus	88▲	90▲	93▲	87	81▲	75
Fidelis Care New York	83	75	93▲	85	78	72
HIP	83▼	66▼	74▼	87	76▼	66▼
Health Plus PHSP, Inc.	78▼	61▼	76▼	83▼	74▼	73
HealthFirst	79▼	66▼	76▼	86	78	74
Hudson Health Plan	75▼	74	73	87	78	73
Independent Health	82	82▲	79	90▲	81	72
MetroPlus	84	71	80	85▼	79	67
Neighborhood Health Providers	74▼	58▼	80	82	77	73
New York-Presbyterian CHP	85	77	80	82▼	74	69▼
Partners in Health	70▼	—	—	84▼	81	68
Preferred Care	92▲	88▲	92▲	87	81	76
Suffolk Health Plan	69▼	60▼	62▼	83▼	78	78
Total Care	94▲	—	94▲	87	80	78
UnitedHealthCare of New York	90▲	84▲	79	NA	NA	NA
Univera Community Health	89▲	78	66▼	88▲	80	78
Vytra Health Plans	89▲	87▲	73▼	90▲	84▲	80▲
WellCare	91▲	77	88▲	86	75	75
Statewide	84	74	81	86	79	74

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NA Not applicable. Plan was not surveyed.
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

TRENDS AND BENCHMARKS



Looking for more information on health plan networks?

The following measures are published in the 2004 Report on Managed Care Performance Supplement at the direct link:
http://www.health.state.ny.us/nysdoh/mancare/qarrfull/qarr_2004/supplement_intro.htm

- Provider Turnover Rates (Primary Care, OB/GYN, Chemical Dependency, Mental Health, Dentists)

Child and Adolescent Health



CHILDREN'S HEALTH

To ensure children lead healthy lives and reach their full potential, all children need primary and preventive care visits within recommended time frames. Children should receive the recommended series of vaccinations for their age. Two blood lead tests should be conducted before their second birthday to screen for possible lead poisoning. Children should also receive an annual dental visit. Children with chronic health conditions, such as asthma, should receive proper medical management for their condition.

The common cold (upper respiratory infection) is a frequent reason for children to see their primary care provider. Although existing clinical guidelines do not support the use of antibiotics to treat the common cold, many providers often prescribe them for this condition. Pharyngitis (sore throat) is the

only condition among upper respiratory infections that can be easily diagnosed as having a bacterial origin (through a group A streptococcus test) and thus be successfully treated with antibiotics. Excess use of antibiotics has been proven to be directly linked with the prevalence of antibiotic resistant strains of bacteria in the community. The two new measures reported here measure the appropriate use of antibiotics in children. Promoting the efficient use of such medications is an important way to reduce levels of bacterial resistance.¹

¹ HEDIS 2004: Volume 2, Technical Specifications. National Committee for Quality Assurance. 2003.



MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance)
Childhood Immunization Status (Combo 2: 4-3-1-3-3-1)	The percentage of two-year olds who were fully immunized. The HEDIS 2004 Specifications for fully immunized consisted of the following vaccines: 4 Diphtheria/Tetanus/Pertussis, 3 Polio, 1 Measles/Mumps/Rubella, 3 H Influenza type B, 3 Hepatitis B, and 1 Varicella. (CO, MA, CHP)
Lead Testing	The percentage of two-year olds that had their blood tested for lead poisoning. (CO, MA, CHP)
Use of Appropriate Medications for People with Asthma	The percentage of children ages 5 to 17 years with persistent asthma who received appropriate medications to control their condition. For Child Health Plus, the reporting age group is 5 to 18 years. (CO, MA, CHP)
Annual Dental Visit	The percentage of children and adolescents ages 4 through 21 years (4-18 years for Child Health Plus), who had at least one dental visit within the last year. Not all Medicaid plans offer dental as part of their benefit package, and enrollees have access to dental services through fee-for-service. (MA, CHP)
Well-Child & Preventive Care Visits in the First 15 Months of Life (5+ Visits)	The percentage of children who had five or more well-child and preventive health visits in their first 15 months of life. The Medicaid percentages were calculated for the plans by the NYSDOH using data from the Medicaid Encounter Data System (MEDS) and include Child/Teen Health Plan visits. As a result, the Medicaid rates are not comparable to the commercial and Child Health Plus rates. Both commercial and Child Health Plus rates were calculated by the plans using slightly different criteria. (CO, MA, CHP)
Well-Child & Preventive Health Care Visit in the 3rd, 4th, 5th, or 6th Year of Life	The percentage of children between the ages of three and six years who had a well-child and preventive health visit. The Medicaid percentages were calculated for the plans by the NYSDOH using data from the MEDS and include Child/Teen Health Plan visits. As a result, the Medicaid rates are not comparable to the commercial and Child Health Plus rates. Both commercial and Child Health Plus rates were calculated by the plans using slightly different criteria. (CO, MA, CHP)
Adolescent Well-Care and Preventive Visits	The percentage of adolescents who had a well-care, preventive care or OB/GYN visit. The Medicaid percentages were calculated for the plans by the NYSDOH using data from MEDS and include Child/ Teen Health Plan visits. As a result, the Medicaid rates are not comparable to the commercial and Child Health Plus rates. Both commercial and Child Health Plus rates were calculated by the plans using slightly different criteria. (CO, MA, CHP)
Appropriate Treatment for Upper Respiratory Infection	The percentage of children, ages 3 months to 18 years, who were diagnosed with an upper respiratory infection (common cold) and who were <u>not</u> given a prescription for an antibiotic. A higher score indicates more appropriate treatment for children with URI. This is the first year that health plans collected data for this measure, so results are shown in aggregate. (CO, MA, CHP)
Appropriate Testing for Pharyngitis	The percentage of children, ages 2 – 18 years, who were diagnosed with pharyngitis, were prescribed an antibiotic, and who were given a group A streptococcus test. This is the first year that health plans collected data for this measure, so results are shown in aggregate. (CO, MA, CHP)

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Childhood Immunization (4-3-1-3-3-1)	Lead Testing	Use of Appropriate Medications for People With Asthma (Ages 5-17)
Aetna	57▼	67	65▼
BSNENY	78▲	65	74
Blue Choice	79▲	62	69▼
CDPHP	76▲	67	75▲
CIGNA	68	67	63▼
Community Blue	79▲	77▲	69
Empire	66	60▼	72
GHI HMO Select	68	57▼	64
HIP	48▼	59▼	66▼
Health Net	60▼	69	75▲
Independent Health	76▲	76▲	70
MDNY	55▼	45▼	65
MVP	76▲	70	77▲
Oxford	67	66	74▲
Preferred Care	82▲	72▲	69
UnitedHealthCare of New York	65	64	70
Univera HealthCare	81▲	81▲	71
Upstate HMO	77▲	75▲	81▲
Vytra Health Plans	65	57▼	72
Statewide	67	67	71

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Well-Child & Preventive Care Visits in the First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in the 3 rd , 4 th , 5 th , or 6 th Year of Life	Adolescent Well-Care and Preventive Visits
Aetna	73▼	70▼	40▼
BSNENY	96▲	78	49
Blue Choice	95▲	88▲	53
CDPHP	97▲	94▲	65▲
CIGNA	83▼	72▼	42▼
Community Blue	94▲	82▲	50▼
Empire	88	79▼	45▼
GHI HMO Select	88	84▲	50
HIP	84▼	73▼	59▲
Health Net	90	75	52
Independent Health	95▲	86▲	60▲
MDNY	92▲	86▲	55
MVP	91▲	81▲	49▼
Oxford	88	80	56▲
Preferred Care	97▲	89▲	61▲
UnitedHealthCare of New York	81▼	73▼	45▼
Univera HealthCare	92▲	81	52▼
Upstate HMO	74▼	78▼	48▼
Vytra Health Plans	93▲	84▲	50▼
Statewide	88	80	53

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

HEALTH PLAN	Childhood Immunization (4-3-1-3-3-1)	Lead Testing	Use of Appropriate Meds for People With Asthma (5-17)	Annual Dental Visit
ABC Health Plan	36▼	71	64	17▼
Affinity Health Plan	79▲	77	53▼	34▼
AmeriChoice	46▼	68▼	65	48▲
BSNENY	71▲	66	79▲	NA
Blue Choice Option	67▲	84▲	62	NA
CDPHP	64▲	67▼	65	NA
CarePlus Health Plan	57	88▲	74▲	43▲
CenterCare	54	74	77▲	39
Community Blue	64▲	67▼	71▲	NA
Community Choice	57	84▲	48▼	41▲
Community Premier Plus	58	80▲	67	28
Fidelis Care New York	61	81▲	69▲	49▲
HIP	38▼	50▼	65	35▼
Health Plus PHSP, Inc.	58	84▲	63	29▼
HealthFirst	51▼	77	66	32▼
Hudson Health Plan	61	82▲	81▲	48▲
Independent Health	65▲	80▲	67	NA
MetroPlus	63▲	90▲	64	NV
Neighborhood Health Providers	52	79▲	65	32▼
New York-Presbyterian CHP	75▲	87▲	70▲	NA
Partners in Health	64▲	77	61	45▲
Preferred Care	75▲	82▲	68	NA
Suffolk Health Plan	65▲	83▲	59	NA
Total Care	67▲	82▲	70▲	29
UnitedHealthCare of New York	55	61▼	18▼	NV
Univera Community Health	66▲	82▲	63	NA
Vytra Health Plans	60	68▼	72▲	43▲
WellCare	41▼	65▼	71▲	—
Statewide	56	74	64	38

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NA Not applicable. Plan does not provide dental coverage.
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

HEALTH PLAN	Well-Child & Preventive Care Visits in the First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in the 3 rd , 4 th , 5 th , or 6 th Year of Life	Adolescent Well-Care and Preventive Visits
ABC Health Plan	51▼	63▼	57▼
Affinity Health Plan	76▼	81▼	72▼
AmeriChoice	81▲	89▲	81▲
BSNENY	84	91▲	74
Blue Choice Option	74▼	85	76
CDPHP	92▲	88▲	80▲
CarePlus Health Plan	82▲	88▲	78▲
CenterCare	73▼	83▼	77▲
Community Blue	83▲	87▲	78▲
Community Choice	58▼	78▼	66▼
Community Premier Plus	74▼	87	81▲
Fidelis Care New York	83▲	86	78▲
HIP	76▼	87▲	76
Health Plus PHSP, Inc.	81▲	86	74▼
HealthFirst	69▼	88▲	78▲
Hudson Health Plan	86▲	91▲	78▲
Independent Health	85▲	90▲	81▲
MetroPlus	72▼	85	75▼
Neighborhood Health Providers	85▲	85	71▼
New York-Presbyterian CHP	72▼	81▼	71▼
Partners in Health	65▼	74▼	67▼
Preferred Care	87▲	85	77
Suffolk Health Plan	89▲	86	77
Total Care	87▲	86	76
UnitedHealthCare of New York	61▼	75▼	69▼
Univera Community Health	76	88▲	81▲
Vytra Health Plans	93▲	90▲	81▲
WellCare	81	90▲	86▲
Statewide	78	85	76

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

CHILD HEALTH PLUS PLAN PERFORMANCE

HEALTH PLAN	Childhood Immunization (4-3-1-3-3-1)	Lead Testing	Use of Appropriate Meds for People With Asthma (5-18)	Annual Dental Visit
ABC Health Plan	—	—	—	28▼
Affinity Health Plan	73▲	79▲	49▼	47
AmeriChoice	—	—	—	38
BSNENY	56	77	85▲	45▼
Blue Choice	73▲	75	73	62▲
CDPHP	64	68	77▲	59▲
CarePlus Health Plan	64	85▲	70	51▲
CenterCare	56	74	72	43▼
Community Blue	51▼	73	74	54▲
Community Choice	60	70	—	50▲
Community Premier Plus	52	76	—	40▼
Empire	65	64▼	74▲	48▲
Fidelis Care New York	68▲	79▲	72	54▲
GHI	—	—	—	53▲
HIP	49▼	53▼	72	42▼
Health Plus PHSP, Inc.	62	83▲	60▼	37▼
HealthFirst	60	78▲	77▲	39▼
Hudson Health Plan	58	84▲	82▲	57▲
MetroPlus	59	96▲	71	NV
Neighborhood Health Providers	54	87▲	61	45▼
New York-Presbyterian CHP	82▲	90▲	—	37▼
Partners in Health	—	—	—	37▼
Suffolk Health Plan	—	—	54▼	56▲
Total Care	—	—	—	39▼
UnitedHealthCare of New York	65	67	74	33▼
Univera Community Health	62	88▲	76	53▲
Upstate HMO	75▲	73	72	48▲
WellCare	54▼	61▼	68	37▼
Statewide	63	71	71	47

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

CHILD HEALTH PLUS PLAN PERFORMANCE

HEALTH PLAN	Well-Child & Preventive Care Visits in the First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in the 3 rd , 4 th , 5 th , or 6 th Year of Life	Adolescent Well-Care and Preventive Visits
ABC Health Plan	—	66▼	41▼
Affinity Health Plan	88▲	81	61
AmeriChoice	—	87	77▲
BSNENY	—	76	50▼
Blue Choice	89▲	81▲	61▲
CDPHP	97▲	84▲	56
CarePlus Health Plan	83	86▲	65▲
CenterCare	—	79	58
Community Blue	—	79	53▼
Community Choice	—	85▲	63▲
Community Premier Plus	—	72▼	52
Empire	75▼	75▼	53▼
Fidelis Care New York	82	77	58
GHI	—	85	66▲
HIP	87▲	79	67▲
Health Plus PHSP, Inc.	86▲	81	58
HealthFirst	78	80	59
Hudson Health Plan	—	79	50▼
MetroPlus	—	86▲	62▲
Neighborhood Health Providers	—	85▲	64▲
New York-Presbyterian CHP	—	84▲	60
Partners in Health	—	—	62
Suffolk Health Plan	—	72▼	40▼
Total Care	—	80	65▲
UnitedHealthCare of New York	79	81▲	56
Univera Community Health	—	72▼	54
Upstate HMO	75	70▼	43▼
WellCare	—	77	56
Statewide	79	79	57

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

NEW MEASURES

APPROPRIATE TREATMENT FOR UPPER RESPIRATORY INFECTION (URI)

This is the first year that the NYSDOH required health plans to submit data regarding the appropriate treatment of URI. Individual plan rates are therefore not reported; instead statewide aggregate information is presented for each payer.

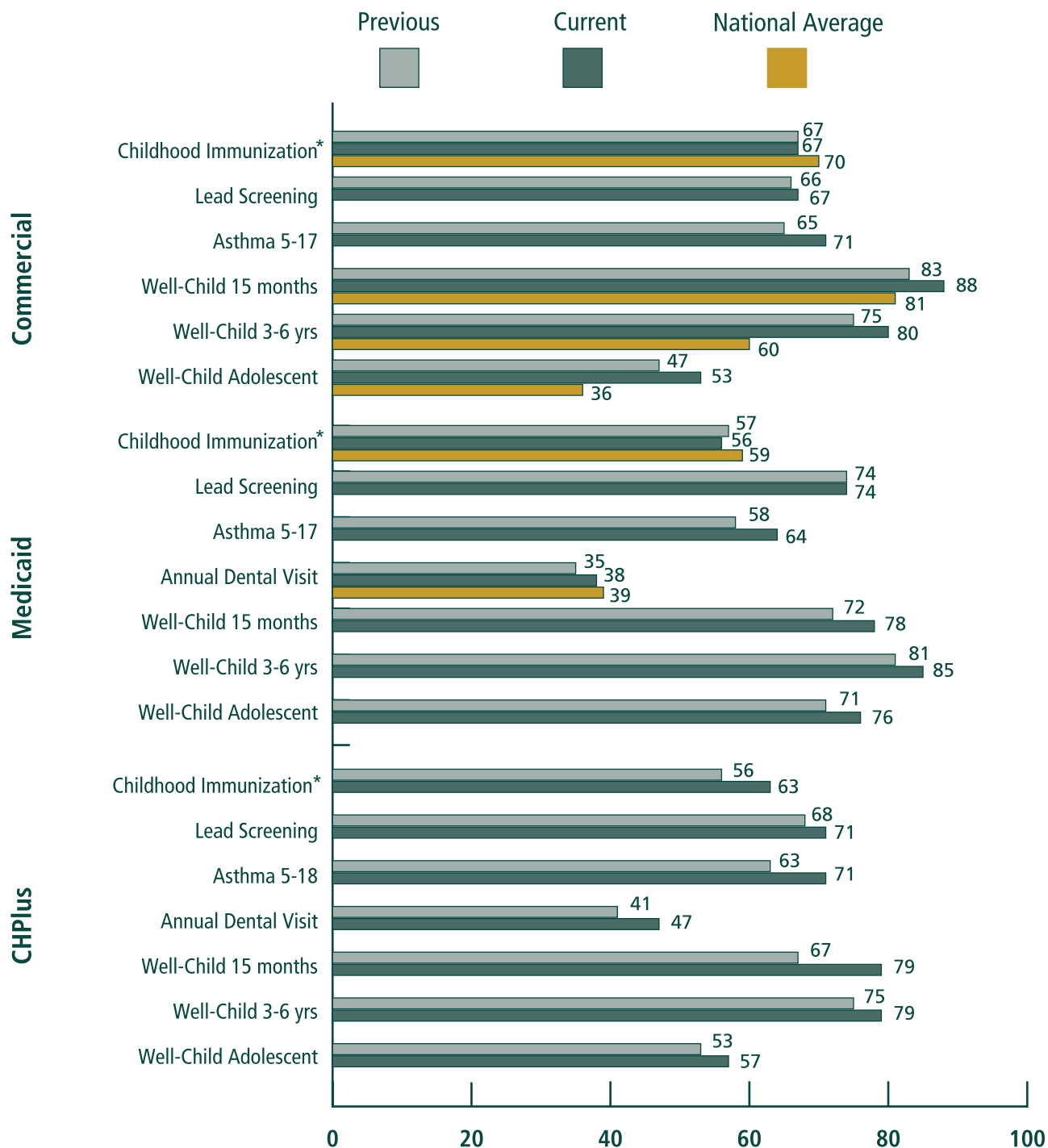
	Commercial	Medicaid	Child Health Plus
Number of Health Plans:	19	29	28
Number of plans with fewer than 30 eligible enrollees:	0	1	0
Statewide Average	85	88	83
Standard Deviation	4	6	7
Range of scores	79, 92	76, 100	76, 100
10th Percentile:	80	80	77
25th Percentile:	81	84	81
Median:	84	87	85
75th Percentile:	86	91	89
90th Percentile:	92	95	99

APPROPRIATE TESTING FOR PHARYNGITIS

This is the first year that the NYSDOH required health plans to submit data regarding the appropriate treatment of URI. Individual plan rates are therefore not reported; instead statewide aggregate information is presented for each payer.

	Commercial	Medicaid	Child Health Plus
Number of Health Plans:	19	29	28
Number of plans with fewer than 30 eligible enrollees:	0	1	3
Statewide Average	84	45	67
Standard Deviation	9	22	23
Range of scores	49, 90	20, 85	19, 88
10th Percentile:	75	23	22
25th Percentile:	80	30	37
Median:	84	43	55
75th Percentile:	87	66	73
90th Percentile:	90	81	77

TRENDS AND BENCHMARKS



*This is a previously unpublished 2002 rate for combo 2 (4-3-1-3-3-1). Hepatitis B was reported in 2002 due to the shortage of many vaccines.

Looking for more information on children's health services?

The following measures are published in the 2004 Report on Managed Care Performance Supplement at the direct link:
http://www.health.state.ny.us/nysdoh/mancare/qarrfull/qarr_2004/supplement_intro.htm

- Frequency of Myringotomy Procedures – Children Ages 0-4 and 5-19
- Frequency of Tonsillectomy Procedures – Children Ages 0-9 and 10-19

Women's Health



MEASURE DESCRIPTIONS

Early detection of cervical cancer through a Pap test and breast cancer screening through a mammogram are crucial components of women's primary and preventive health care. Chlamydia is the most common sexually transmitted disease in the United States. Left undetected and untreated, chlamydia infection can lead to pelvic inflammatory disease, infertility, ectopic pregnancy, premature birth and low birthweight babies. As part of preventive care services, all sexually active women between the ages of 16 and 26 should be screened for



chlamydia infection. It is important for pregnant women to obtain early and regular prenatal care to increase the likelihood of healthy outcomes for them and their babies. All new mothers need a check-up after delivery to ensure there are no complications.

Measure	Description (Type of Insurance)
Breast Cancer Screening	The percentage of women between the ages of 50-69 years who had a mammogram within the last two years. This measure was not collected in 2003; 2002 data is presented in this report. (CO, MA)
Cervical Cancer Screening	The percentage of women between the ages of 21 and 64 years who had a Pap test within the last three years. This measure was not collected in 2003; 2002 data is presented in this report. (CO, MA)
Chlamydia Screening	The percentage of sexually active young women who had at least one test for chlamydia. The measure is reported separately for ages 16-20 and 21-25. Medicaid percentages were calculated by the NYSDOH using data from the Medicaid Encounter Data System (MEDS). (CO, MA)
Timeliness of Prenatal Care	The percentage of women who gave birth in the last year who had a prenatal care visit in their first trimester or within 42 days of enrollment in their health plan. This measure was not collected in 2003; 2002 data is presented in this report. (CO, MA)
Postpartum Care	The percentage of women who had a postpartum care visit between 21 and 56 days after they gave birth. This measure was not collected in 2003; 2002 data is presented in this report. (CO, MA)
Frequency of Ongoing Prenatal Care	The percentage of Medicaid-enrolled women who received 81 percent or more of the expected number of prenatal care visits, adjusted for gestational age and month the member enrolled in the health plan. This measure was not collected in 2003; 2002 data is presented in this report. (MA)

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-25)	Timeliness of Prenatal Care	Postpartum Care
Aetna	68▼	75▼	25▼	30▼	81▼	63▼
BSNENY	80▲	84	35	38	94▲	85▲
Blue Choice	80▲	85	45▲	41▲	95▲	85▲
CDPHP	76▲	84	31▼	32▼	93▲	81▲
CIGNA	69▼	76▼	30▼	39	94▲	76
Community Blue	75▲	86▲	35▼	37	92	87▲
Empire	74	75▼	32▼	34▼	91	76
GHI HMO Select	69▼	81	26▼	27▼	92▲	76
HIP	69▼	75▼	54▲	53▲	78▼	62▼
Health Net	79▲	80	30▼	37	93▲	70
Independent Health	80▲	85▲	39▲	36▼	91▲	85▲
MDNY	74	80	25▼	28▼	83▼	62▼
MVP	75	82	33▼	35▼	94▲	84▲
Oxford	74	84	33▼	40▲	87	66▼
Preferred Care	76	81	44▲	41▲	96▲	87▲
UnitedHealthCare of NY	73	77▼	25▼	29▼	75▼	61▼
Univera HealthCare	76	86	39	33▼	95▲	87▲
Upstate HMO	79▲	88▲	34	31▼	94▲	88▲
Vytra Health Plans	69▼	81	30▼	28▼	91	71
Statewide	74	81	37	38	88	74

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

HEALTH PLAN	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-25)
ABC Health Plan	76	58▼	39	38
Affinity Health Plan	72▲	72	38▼	48
AmeriChoice	70	75	36▼	30▼
BSNENY	—	74	23▼	19▼
Blue Choice Option	67	77▲	54▲	55▲
CDPHP	57▼	77▲	49▲	52▲
CarePlus Health Plan	64	71	42	57▲
CenterCare	65	63▼	39	53▲
Community Blue	63	76▲	38	40▼
Community Choice	58	54▼	37	38▼
Community Premier Plus	71	82▲	26▼	34▼
Fidelis Care New York	61▼	73	43	45
HIP	58▼	63▼	NV	NV
Health Plus PHSP, Inc.	72▲	70	35▼	46
HealthFirst	64	65▼	35▼	40▼
Hudson Health Plan	68	70	57▲	57▲
Independent Health	64	79▲	56▲	57▲
MetroPlus	80▲	76▲	35▼	44
Neighborhood Health Providers	62	74	45▲	57▲
New York-Presbyterian CHP	68	77▲	51▲	55▲
Partners in Health	82▲	76▲	37	47
Preferred Care	63	79▲	64▲	68▲
Suffolk Health Plan	65	72	35	42
Total Care	66	75▲	66▲	64▲
UnitedHealthCare of New York	71	68	29▼	27▼
Univera Community Health	64	76▲	60▲	60▲
Vytra Health Plans	47▼	65▼	12▼	9▼
WellCare	45▼	52▼	22▼	26▼
Statewide	66	71	41	46

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

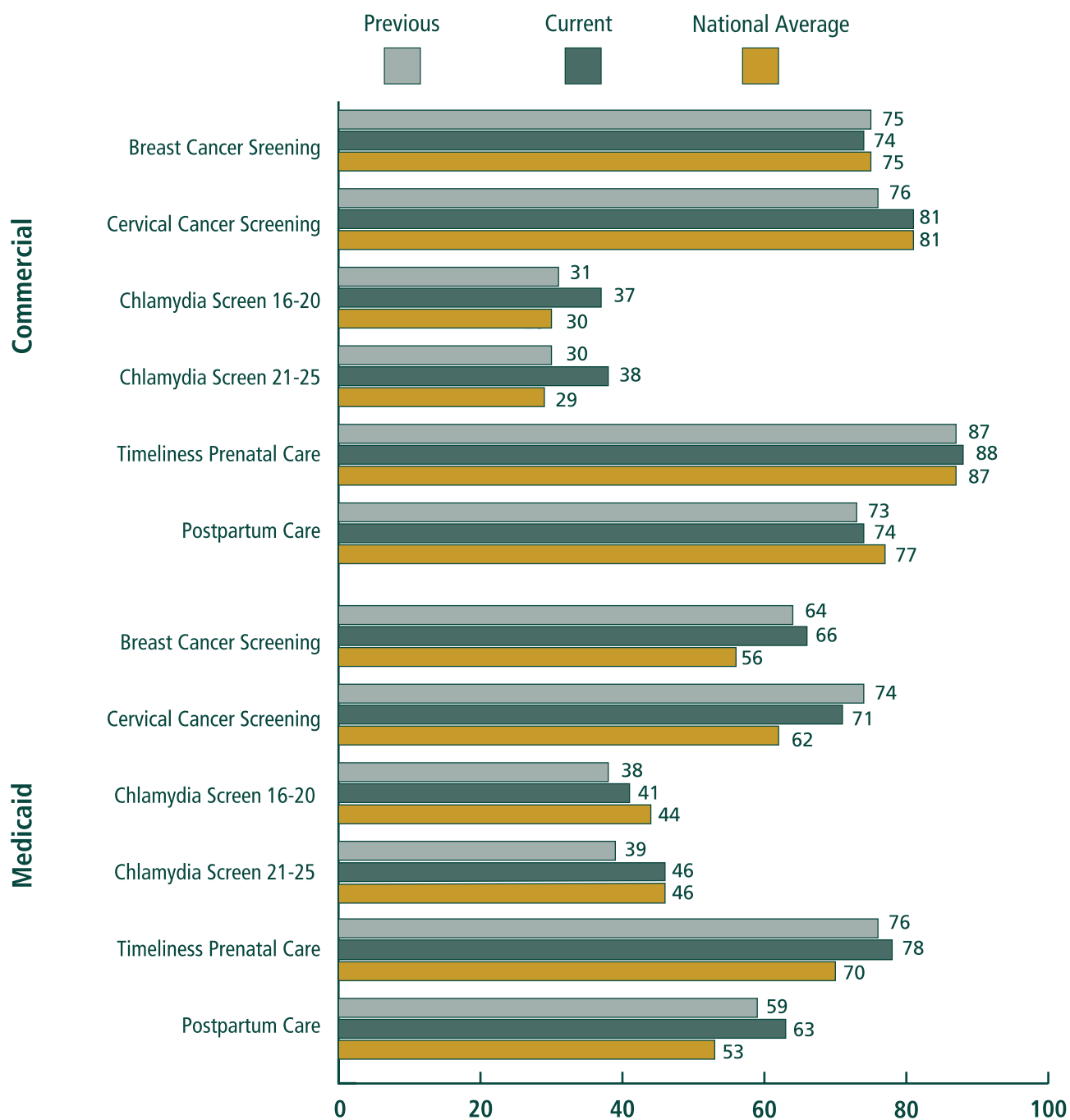
HEALTH PLAN	Timeliness of Prenatal Care	Postpartum Care	Frequency of Ongoing Prenatal Care > 81% of Visits
ABC Health Plan	56▼	45▼	28▼
Affinity Health Plan	84▲	63	76▲
AmeriChoice	69▼	61	44▼
BSNENY	84	66	79▲
Blue Choice Option	84▲	61	44▼
CDPHP	87▲	58▼	76▲
CarePlus Health Plan	82▲	58▼	37▼
CenterCare	60▼	56▼	39▼
Community Blue	85▲	67	67▲
Community Choice	53▼	56	45
Community Premier Plus	87▲	63	41▼
Fidelis Care New York	81	68▲	62▲
HIP	64▼	60	46▼
Health Plus PHSP, Inc.	87▲	67	63▲
HealthFirst	82▲	67	42▼
Hudson Health Plan	90▲	72▲	41▼
Independent Health	88▲	62	67▲
MetroPlus	84▲	68▲	55
Neighborhood Health Providers	77	62	50
New York-Presbyterian CHP	84▲	71▲	61▲
Partners in Health	74	59	45▼
Preferred Care	87▲	58▼	NV
Suffolk Health Plan	88▲	73▲	58▲
Total Care	73	68	70▲
UnitedHealthCare of New York	67▼	62	38▼
Univera Community Health	72	59	56
Vytra Health Plans	83▲	60	58
WellCare	52▼	55▼	39▼
Statewide	78	63	53

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

TRENDS AND BENCHMARKS

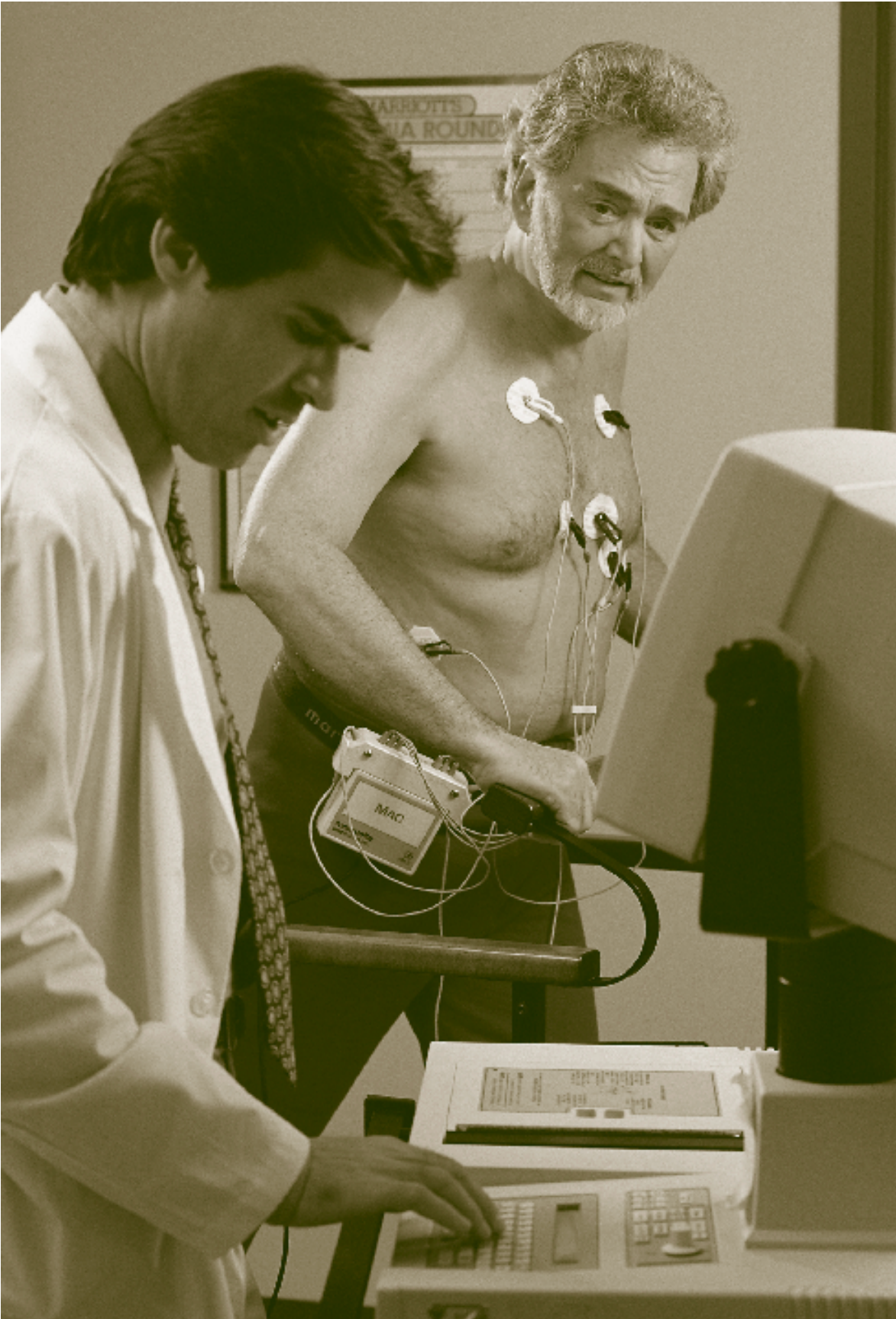


Looking for more information on women's health services?

The following measures are published in the 2004 Report on Managed Care Performance Supplement at the direct link:
http://www.health.state.ny.us/nysdoh/mancare/qarrfull/qarr_2004/supplement_intro.htm

- Prenatal Care in the First Trimester
- Risk-Adjusted Low Birthweight
- Risk-Adjusted Primary Cesarean Delivery
- Unadjusted Cesarean Delivery
- Frequency of Abdominal Hysterectomy
- Frequency of Vaginal Hysterectomy
- Maternity Discharges, Days, and Average Length of Stay
- Newborn Births and Average Length of Stay – Complex and Well Newborns

Adults Living With Illness



ADULTS LIVING WITH ILLNESS

This section provides information on how well managed care plans provide care to their members who are living with a chronic illness. Advising Smokers to Quit is a performance measure calculated from the CAHPS, which addresses whether a health care provider advised against smoking. Also presented is the percentage of adults who received beta blocker medication either before or after a heart attack. Cholesterol screening test results are presented for patients who recently had either a heart attack or heart surgery; whether those screening test results were within a recommended range are also shown. In addition, information is provided on patients with hypertension (high blood pressure) who adequately controlled their blood pressure, and for adults with persistent asthma who received appropriate medication to control their illness. This section also contains six separate performance measures for diabetes care.

Colorectal cancer (CRC) is the second leading cause of cancer in the United States. Unlike other cancer screening tests which can only detect the presence of disease, CRC screening can detect pre-malignant polyps and guide their removal which can prevent development of colon cancer. Recently, there has been increased public interest in improving CRC screening rates. Because of past success in increasing screening for breast and cervical cancers, it is hoped that this new measure will help increase screening rates for colon cancer as well. ²

² HEDIS 2004: Volume 2, Technical Specifications. National Committee for Quality Assurance. 2003.



MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance)
Controlling High Blood Pressure	The percentage of members ages 46-85, who have hypertension and who have controlled their blood pressure (at or below 140/90). This measure was not collected for 2003; 2002 rates are presented here. (CO)
Use of Appropriate Medications for People with Asthma (18-56 Years)	The percentage of members ages 18 to 56 years, with persistent asthma who received appropriate medications to control their condition. (CO, MA)
Advising Smokers to Quit	The percentage of members, 18 years and older, who are either current smokers or recent quitters, who received advice within the past two years (one year for Medicaid) by a health care provider to quit smoking. (CO, MA)
Beta Blocker Use After Heart Attack	The percentage of members, ages 35 years and older, who were hospitalized after a heart attack and received beta-blocker medication. (CO)
Cholesterol Management After Acute Cardiovascular Event	How well plan members who had a heart attack or heart surgery within the last year received necessary components of cholesterol management. This is the first year that plans reported rates for their Medicaid members, therefore results are shown in aggregate. (CO, MA)
1) Screening Test	The percentage of members who had a cholesterol screening test done.
2) Level Controlled (LDL-C < 100mg/dL)	The percentage of members who had a cholesterol test done, and had a very good result. This additional level of control (LDL-C < 100mg/dL) was added for 2003 as a measure of higher levels of control.
3) Level Controlled (LDL-C < 130mg/dL)	The percentage of members who had a cholesterol test done, and had a good result (LDL-C < 130mg/dL).
Comprehensive Diabetes Care	How well plan members who were diabetics received necessary components of diabetes care. (CO, MA)
1) HbA1c Testing	The percentage of diabetics who received a Hemoglobin H1c (HbA1c) test within the last year.
2) Poor HbA1c Control	The percentage of diabetics whose most recent HbA1c level indicated poor control (>9.0 percent). A low rate is desirable for this measure.
3) Dilated Eye Exam	The percentage of diabetics who had an eye screening exam over the last two years.
4) Lipid Profile	The percentage of diabetics who had a cholesterol test done over the last two years.
5) Lipids Controlled	The percentage of diabetics who had a cholesterol test done over the last two years and their most recent level of "bad cholesterol" was controlled (LDL-C < 130 mg/dL). An additional measure of higher cholesterol control was added for 2003 (LDL-C < 100 mg/dL).
6) Nephropathy Screening	The percentage of diabetics who were screened for kidney damage.
Colorectal Cancer Screening	The percentage of adults, ages 50 – 80 years, who had appropriate screening for colorectal cancer. This was the first year that plans were required to collect this information for their commercial members, so results are presented in aggregate. (CO)

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Controlling High Blood Pressure	Use of Appropriate Asthma Meds (18-56)	Advising Smokers to Quit	Beta Blocker Use After Heart Attack	Cholesterol Management After Cardiovascular Event		
					Screening Test	Level Controlled (<100mg/dL)	Level Controlled (<130mg/dL)
Aetna	NV	72▼	66	96	83	51	68
BSNENY	66	78▲	72	98▲	87	47	69
Blue Choice	64	73▼	69	98▲	88▲	53	74
CDPHP	64	79▲	76	94	86	58	73
CIGNA	56▼	69▼	60▼	96	85	57	71
Community Blue	65	73	75	97▲	82	51	70
Empire	55▼	74	64	99▲	82	68▲	73
GHI HMO Select	69▲	80	67	94	82	47	61
HIP	69▲	66▼	68	84▼	81	53	69
Health Net	48▼	79▲	66	88▼	85	54	72
Independent Health	62	75	75	96	85	48▼	64▼
MDNY	44▼	75	77	82	77	52	67
MVP	69▲	75	77	97▲	83	51	74
Oxford	58	76▲	81▲	93	87	56	75
Preferred Care	73▲	72	78	100▲	84	48	72
UnitedHealthCare of New York	37▼	79	73	—	87	46	61
Univera HealthCare	62	75	74	91	86	54	74
Upstate HMO	66	76	79	98	80	53	66
Vytra Health Plans	62	76	72	100▲	85	57	73
Statewide	62	74	73	94	84	54	71

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Comprehensive Diabetes Care						
	HbA1C Testing	Poor HbA1C Control	Dilated Eye Exam	Lipid Profile	Lipids Controlled (<100mg/dL)	Lipids Controlled (<130mg/dL)	Nephropathy Screening
Aetna	84	35	48▼	91	31▼	58▼	48
BSNENY	86	26▲	55	90	32	66	53
Blue Choice	88▲	23▲	62▲	90	39	64	56
CDPHP	89▲	23▲	57	94▲	36	66	47
CIGNA	80▼	37▼	45▼	88▼	32	59	46▼
Community Blue	84	30	49	89	33	66	55
Empire	83	31	49	91	59▲	75▲	51
GHI HMO Select	87	27▲	57	92	33	58▼	53
HIP	82	36▼	51	92	43▲	65	61▲
Health Net	81▼	34	56	91	32▼	63	46▼
Independent Health	86	29	55	92	35	62	54
MDNY	83	28	44▼	89	42▲	65	42▼
MVP	87	26▲	57	90	37	68▲	46▼
Oxford	83	38▼	50	92	29▼	58▼	46▼
Preferred Care	91▲	18▲	67▲	93	37	69▲	61▲
UnitedHealthCare of NY	78▼	41▼	48▼	88▼	36	60	46▼
Univera HealthCare	92▲	22▲	51	93	38	66	62▲
Upstate HMO	90▲	25▲	58▲	93	37	64	49
Vytra Health Plans	86	30	46▼	94▲	37	67	46▼
Statewide	85	31	53	91	37	64	52

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NA Not applicable. Plan was not surveyed.
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

HEALTH PLAN	Use of Appropriate Medications for People With Asthma (Ages 18-56)	Advising Smokers to Quit
ABC Health Plan	72	52▼
Affinity Health Plan	68	66
AmeriChoice	69	58
BSNENY	87▲	61
Blue Choice Option	70	76▲
CDPHP	67	70
CarePlus Health Plan	61▼	68
CenterCare	77▲	63
Community Blue	80▲	71
Community Choice	54▼	64
Community Premier Plus	64	50
Fidelis Care New York	79▲	66
HIP	67▼	53
Health Plus PHSP, Inc.	62▼	61
HealthFirst	72	62
Hudson Health Plan	76	81▲
Independent Health	76▲	69
MetroPlus	66▼	62
Neighborhood Health Providers	61▼	48▼
New York-Presbyterian CHP	68	65
Partners in Health	60▼	58
Preferred Care	71	73
Suffolk Health Plan	63	75
Total Care	79▲	62
UnitedHealthCare of New York	NV	NA
Univera Community Health	77	74
Vytra Health Plans	78	66
WellCare	78▲	54▼
Statewide	71	66

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NA Not applicable. Plan was not surveyed.
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

HEALTH PLAN	Comprehensive Diabetes Care						
	HbA1C Testing	Poor HbA1C Control	Dilated Eye Exam	Lipid Profile	Lipids Controlled (<100mg/dL)	Lipids Controlled (<130mg/dL)	Nephropathy Screening
ABC Health Plan	77	47	62	79▼	27▼	52	61▲
Affinity Health Plan	87▲	39	56	91	41▲	69▲	57▲
AmeriChoice	71▼	57▼	42▼	87	21▼	42▼	38▼
BSNENY	90▲	31▲	51	92▲	34	64	60▲
Blue Choice Option	88▲	36▲	48▼	90	36	58	57▲
CDPHP	88▲	28▲	54	86	31	55	46
CarePlus Health Plan	85	36▲	55	88	27▼	53▼	49
CenterCare	81	45	52	82▼	32	57	38▼
Community Blue	85	36▲	46▼	85	34	56	51
Community Choice	77▼	64▼	50	82▼	25▼	41▼	51
Community Premier Plus	78▼	52▼	81▲	81▼	28▼	50▼	42▼
Fidelis Care New York	81	53▼	50▼	84▼	31	50▼	46
HIP	86	32▲	52	93▲	54▲	71▲	56▲
Health Plus PHSP, Inc.	83	43	79▲	91	29▼	58	43▼
HealthFirst	83	48▼	49▼	87	32	56	53
Hudson Health Plan	84	36▲	49▼	80▼	26▼	49▼	47
Independent Health	81	45	54	88	27▼	57	59▲
MetroPlus	90▲	33▲	63▲	91▲	37	63	52
Neighborhood Health Providers	75▼	50▼	62▲	83▼	31	51▼	48
New York-Presbyterian CHP	89▲	28▲	60	92▲	36	67▲	62▲
Partners in Health	81	48▼	68▲	89	36	63▲	55▲
Preferred Care	87	39	50	82▼	33	59	63▲
Suffolk Health Plan	85	45	81▲	82▼	34	55	64▲
Total Care	80	45	52	79▼	23▼	46▼	38▼
UnitedHealthCare of New York	84	45	41▼	91	27▼	55	52
Univera Community Health	84	44	35▼	92	30	59	56
Vytra Health Plans	68▼	51▼	48	91	31	55	35▼
WellCare	71▼	53▼	40▼	76▼	22▼	43▼	32▼
Statewide	84	42	55	88	35	58	50

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

NEW MEASURES

COLORECTAL CANCER SCREENING

This is the first year that the NYSDOH required plans to submit data regarding screening for colorectal cancer for their commercial enrollees. Individual plan rates are therefore not reported; instead statewide aggregate information is presented.

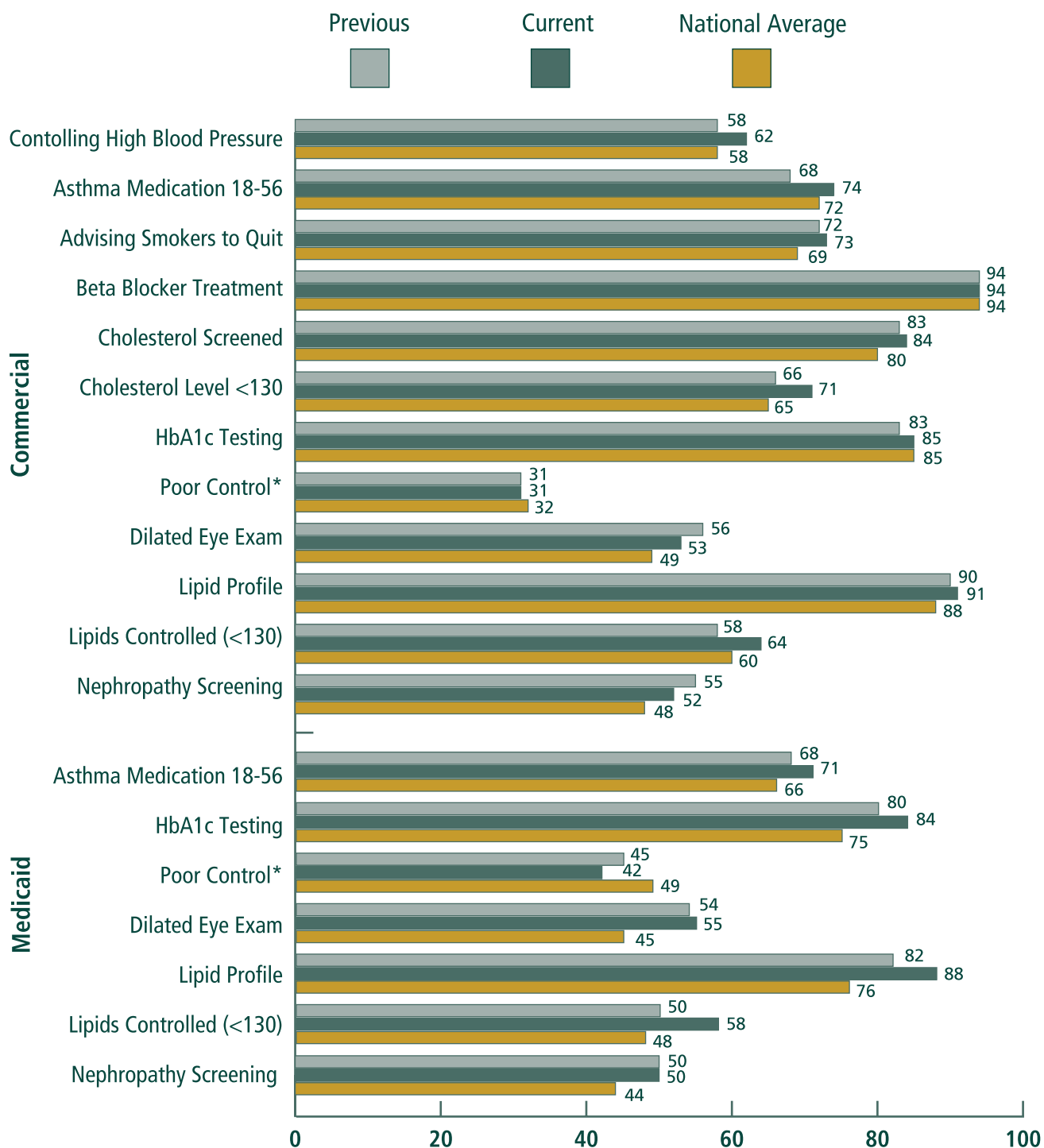
Number of Health Plans	19
Number of plans with fewer than 30 eligible enrollees	0
Statewide Average	53
Standard Deviation	7
Range of Scores	41, 62
10 th Percentile	43
25 th Percentile	46
Median	52
75 th Percentile	60
90 th Percentile	62

**CHOLESTEROL MANAGEMENT AFTER ACUTE CARDIOVASCULAR EVENT
MEDICAID MANAGED CARE PLANS, 2003**

Although NYSDOH began collecting Cholesterol Management After Acute Cardiovascular Event for commercial members in 1999, this was the first year that plans were required to submit rates for this measure for Medicaid enrollees. Individual plan rates are therefore not reported; instead statewide aggregate information is presented.

	Screening Test	Level Controlled (<130 mg/dL)	Level Controlled (<100 mg/dL)
Statewide Rate	73	49	36
Number of Medicaid Plans	28	28	28
Number of Plans with fewer than 30 eligible enrollees	19	19	19
Standard Deviation	6	12	12
Range of Scores	64, 83	27, 66	20, 55
10 th Percentile	64	27	20
25 th Percentile	73	48	27
Median	76	52	40
75 th Percentile	78	55	41
90 th Percentile	83	66	55

TRENDS AND BENCHMARKS



*A low rate is desirable for this measure.

Looking for more information on adult health services?

The following measures are published in the 2004 Report on Managed Care Performance Supplement at the direct link:
http://www.health.state.ny.us/nysdoh/mancare/qarrfull/qarr_2004/supplement_intro.htm

- Frequency of Angioplasty
- Frequency of Cardiac Catheterization
- Frequency of Coronary Artery Bypass Grafts
- Frequency of Laproscopic Cholecystectomy/Disectionomy
- Frequency of Prostatectomy



MEASURE DESCRIPTIONS

This section has two performance measures. The first measure addresses how well a health plan is performing in treating people with moderate to severe depression who are prescribed antidepressant medication. Once diagnosed, people with depression are treated with medication and should be managed on both a short term (acute phase) and long-term (continuation phase) basis. After antidepressant medication therapy has been initiated, a person

should be seen for at least three follow-up visits to make sure their medication is adequately alleviating their symptoms and side-effects are minimal. By continuing treatment with their provider, patients with depressive disorders may prevent a relapse in symptoms and/or prevent future recurrences of depression. The second measure addresses two time periods of ambulatory follow-up care for enrollees who were hospitalized for treatment of selected mental health disorders.

Measure	Description (Type of Insurance)
Antidepressant Medication Management	This measure is for members ages 18 years and older and has three components of care. (CO, MA)
1) Optimal Practitioner Contacts	The percentage of members ages 18 years and older, who were diagnosed with depression and treated with an antidepressant medication, and who had at least three follow up contacts with a primary care or mental health provider during the 12-week acute treatment phase.
2) Effective Acute Phase Treatment	The percentage of members ages 18 years and older, who were diagnosed with depression and treated with an antidepressant medication, and who remained on medication during the entire 12-week acute treatment phase.
3) Effective Continuation Phase Treatment	The percentage of members ages 18 years and older, who were diagnosed with depression and treated with an antidepressant medication, and who remained on medication for at least six months.
Ambulatory Follow-Up After Hospitalization for Mental Illness	This measure is for members ages 6 years and older and has two time-frame components. (CO, MA)
1) Within 7 Days	The percentage of members who were hospitalized for treatment for selected mental health disorders (such as depression or bipolar disorder) and were seen on an ambulatory basis or who were in day/night treatment with a mental health provider within 7 days of discharge.
2) Within 30 Days	The percentage of members who were hospitalized for treatment for selected mental health disorders (such as depression or bipolar disorder) and were seen on an ambulatory basis or who were in day/night treatment with a mental health provider within 30 days of discharge.

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Antidepressant Medication Management			Ambulatory Follow-Up After Hospitalization for Mental Illness	
	Optimal Practitioner Contacts	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Aetna	35▲	52▼	38▼	67	82▲
BSNENY	20	66▲	47	59	78
Blue Choice	15▼	66▲	51▲	92▲	95▲
CDPHP	26	61	39▼	52▼	85▲
CIGNA	38▲	59	45	47▼	65▼
Community Blue	13▼	60	45	52▼	73▼
Empire	21	60	44	61	77
GHI HMO Select	17	66	45	42▼	63▼
HIP	37▲	44▼	28▼	65	85▲
Health Net	32▲	66▲	55▲	56▼	72▼
Independent Health	14▼	60	42	70▲	79
MDNY	24	59	40	65	77
MVP	25	57▼	41▼	66	80
Oxford	36▲	58	43	55▼	68▼
Preferred Care	14▼	73▲	51▲	76▲	81
UnitedHealthCare of NY	26	57	45	57	71
Univera HealthCare	18▼	61	46	60	70▼
Upstate HMO	17▼	64	48	77▲	91▲
Vytra Health Plans	34▲	54	38	60	76
Statewide	24	60	44	63	78

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

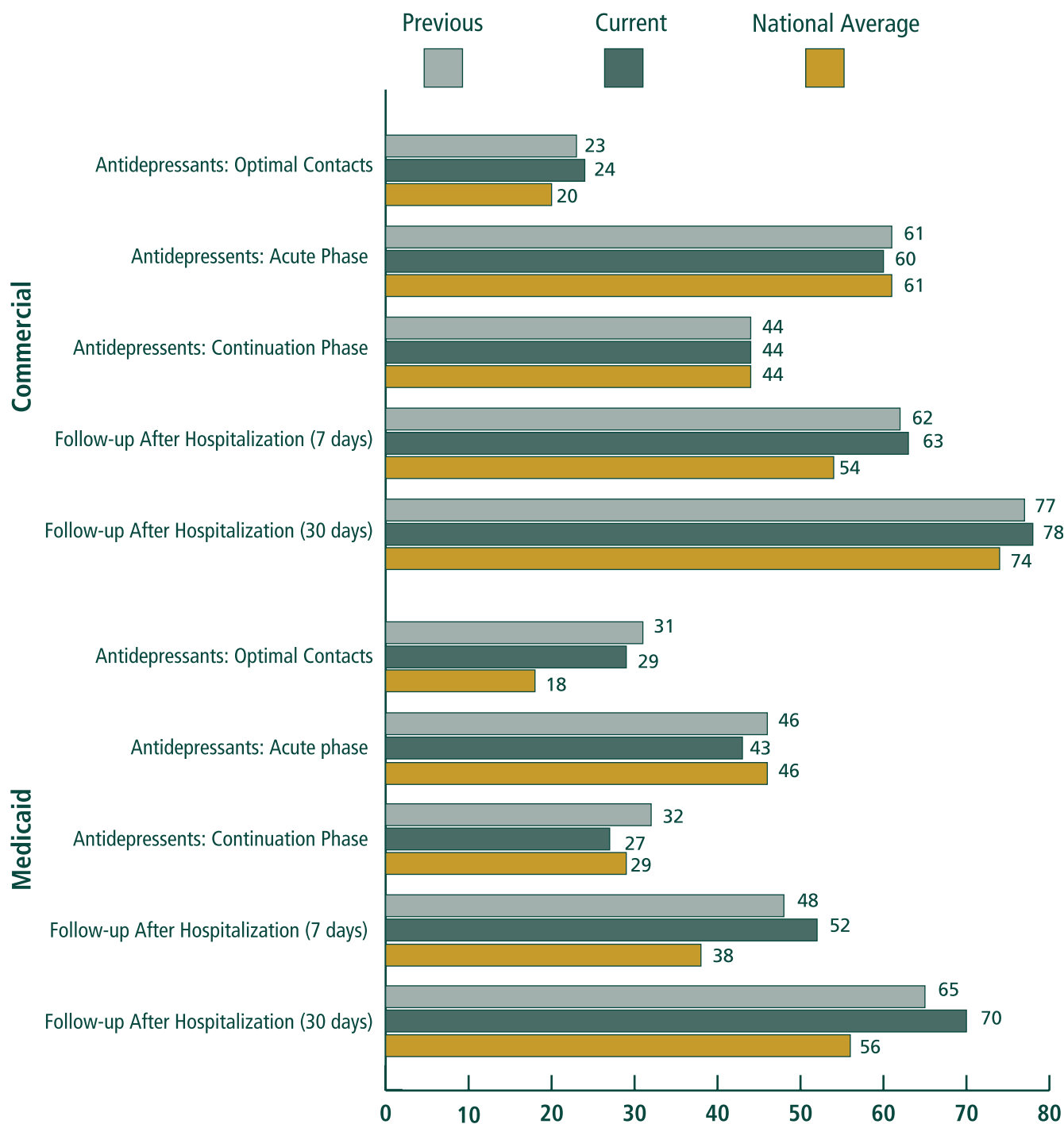
HEALTH PLAN	Antidepressant Medication Management			Ambulatory Follow-Up After Hospitalization for Mental Illness	
	Optimal Practitioner Contacts	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
ABC Health Plan	—	—	—	20▼	28▼
Affinity Health Plan	30	48	31	44▼	63▼
AmeriChoice	46▲	26▼	17▼	37▼	57▼
BSNENY	17▼	67▲	46▲	47	76
Blue Choice Option	25	49	32	80▲	88▲
CDPHP	14▼	37▼	16▼	42▼	61▼
CarePlus Health Plan	—	—	—	29▼	48▼
CenterCare	48▲	52	29	49	69
Community Blue	19-	59▲	41▲	54	73
Community Choice	—	—	—	59	75
Community Premier Plus	23	46	23	35▼	59▼
Fidelis Care New York	30	47	29	51	69
HIP	29	36▼	21▼	61▲	82▲
Health Plus PHSP, Inc.	37▲	42	27	67▲	82▲
HealthFirst	35▲	41	28	53	73
Hudson Health Plan	—	—	—	72▲	89▲
Independent Health	15▼	43	25	67▲	75
MetroPlus	44▲	44	26	NV	NV
Neighborhood Health Providers	26	33	15▼	47	68
New York-Presbyterian CHP	26	38	18	46	64
Partners in Health	69▲	38	28	42	64
Preferred Care	32	50	39▲	59	73
Suffolk Health Plan	—	—	—	33▼	55
Total Care	19▼	44	28	79▲	82▲
UnitedHealthCare of New York	21	53	45▲	31▼	49▼
Univera Community Health	25	45	29	63	72
Vytra Health Plans	—	—	—	40	55▼
WellCare	16▼	39	23	44	66
Statewide	29	43	27	52	70

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

TRENDS AND BENCHMARKS



Looking for more information on behavioral health services?

The following measures are published in the 2004 Report on Managed Care Performance Supplement at the direct link:
http://www.health.state.ny.us/nysdoh/mancare/qarrfull/qarr_2004/supplement_intro.htm

- Inpatient Mental Health Services for Men & Women – Discharges & Average Length of Stay
- Inpatient Chemical Dependency Services for Men & Women – Discharges & Average Length of Stay
- Identification of Alcohol & Other Drug Services

Access and Service



ACCESS AND SERVICE

Access to care means that health care is available, that enrollees know of its availability, that they know how to obtain health care services when they need them, and they use them. The first two measures are the percentage of enrollees who had a visit with a primary care provider; the third measure is a new measure to assess the percentage of adults who were able to access treatment for alcohol and other drug (AOD) dependence. The other questions are from CAHPS 3.0 survey conducted in 2004 for members who were enrolled in their health plan for at least 12 months (at least six months for members in Medicaid plans).

There are more deaths, illnesses, and disabilities from substance abuse than from any other preventable health condition, and treatment of medical conditions caused by (AOD) places a heavy burden on health care services. This new measure, Initiation and Engagement of AOD Treatment, assesses how health plans encourage their commercial members who have been identified with a need for AOD services to begin treatment.³

³ HEDIS 2004: Volume 2, Technical Specifications. National Committee for Quality Assurance. 2003.



MEASURE DESCRIPTIONS

Measure	Description (Type of Insurance)
Children's Access to Primary Care Practitioners	The percentage of children who had a visit with a primary care practitioner within the last year (Age 12 mos.-6 yrs) or within the last two years (7-11 yrs). The measure has been divided into three age groups: 12-24 months, 25 months-6 years and 7-11 years. A fourth age group, 12-19 years (12-18 years for Child Health Plus), is new for 2003. (CO, MA, CHP)
Adult Access to Preventive Care Services	The percentage of adults ages 20-65 who had an ambulatory or preventive care visit within the last year if they are insured by Medicaid, or within the last three years if they are commercially insured. The measure has been divided into three age groups: 20-44, 45-64 and 65 and older. (CO, MA)
Problem Getting Care Needed*	The percentage of members responding "small problem" or "big problem" when asked a set of questions to identify how much of a problem, if any, they experienced getting care needed. A low rate is desirable for this measure. Please note that NYSDOH calculates rates for this question differently than NCQA; therefore rates may differ from other publications of this information. (CO, MA)
Problem with Service	The percentage of members responding "small problem" or "big problem" when asked a set of questions to identify how much of a problem, if any, did they experience with their health plan's service. A low rate is desirable for this measure. Please note that NYSDOH calculates rates for this question differently than NCQA; therefore rates may differ from other publications of this information. (CO, MA)
Received Services Quickly*	The percentage of members responding "usually" or "always" when asked a set of questions to identify if, in the last 12 months, they received health plan services quickly. (CO, MA)
Overall Rating of Health Plan	The percentage of members responding 8, 9, or 10 on a scale of 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. (CO, MA)
Called or Written Health Plan with Complaints	The percentage of members who responded "yes" when asked if over the last 12 months, they called or wrote their health plan with a complaint or problem. A low rate is desirable for this measure. (CO, MA)
Complaints Resolved to Satisfaction	The percentage of members who responded "yes" when asked if their complaint or problem was settled to their satisfaction. (CO, MA)
Initiation and Engagement of Alcohol and Other Drug Dependence Treatment	The percentage of adults, diagnosed with alcohol and other drug (AOD) dependence, who initiated treatment and completed a full course of treatment within 30 days of initiation. This is the first year that plans reported rates for their commercial members, therefore results are presented in aggregate. (CO)

**Please note that changes to some of the questions since the previous survey, do not make a comparison between the previous and current rates possible.*

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Children's Access to Primary Care Providers				Adult Access to Preventive/Ambulatory Health		
	12-24 Months	25 Months-6 Years	7-11 Years	12-19 Years	20-44 Years	45-64 Years	65+ Years
Aetna	93▼	86▼	85▼	80▼	90▼	91▼	92▼
BSNENY	99▲	96▲	95▲	92▲	95▲	96▲	98▲
Blue Choice	99▲	97▲	97▲	95▲	93▼	95▲	98▲
CDPHP	99▲	98▲	98▲	96▲	96▲	97▲	98▲
CIGNA	93▼	88▼	90▼	85▼	91▼	91▼	94
Community Blue	99▲	96▲	95▲	92▲	94▲	95▲	97▲
Empire	98▲	95▲	94▲	91▲	91▼	94	97▲
GHI HMO Select	94	88▼	91▼	87▼	93	94	95
HIP	91▼	85▼	87▼	82▼	90▼	90▼	85▼
Health Net	96	92	92▼	88▼	94▲	94	95
Independent Health	99▲	96▲	96▲	93▲	94▲	96▲	98▲
MDNY	98▲	96▲	95▲	92▲	95▲	95▲	97▲
MVP	99▲	96▲	96▲	93▲	95▲	95▲	97▲
Oxford	97	94▲	95▲	92▲	94▲	95▲	96▲
Preferred Care	99▲	96▲	96▲	94▲	95▲	97▲	97▲
UnitedHealthCare of NY	95	89▼	91	87▼	90▼	93	97▲
Univera HealthCare	98▲	94▲	95▲	92▲	93	94	97▲
Upstate HMO	96	94▲	92	88▼	90▼	93▼	93▼
Vytra Health Plans	98▲	97▲	97▲	95▲	95▲	95▲	97▲
Statewide Average	96	93	93	90	93	94	95

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

COMMERCIAL HEALTH PLAN PERFORMANCE

HEALTH PLAN	Problem Getting Care Needed*	Problem with Service*	Received Services Quickly	Overall Rating of Health Plan	Called or Written Health Plan with Complaints*	Complaints Resolved to Satisfaction
Aetna	28	35	74▼	61	10▲	76
BSNENY	23	34	84▲	65	13	78
Blue Choice	17▲	29	84▲	72▲	7▲	91
CDPHP	16▲	25▲	84▲	80▲	9▲	84
CIGNA	34▼	49▼	71▼	50▼	21▼	70
Community Blue	22	32▲	83	68	10▲	84
Empire	23	35	80▲	67	17	80
GHI HMO Select	28▼	39	80	53▼	26▼	77
HIP	35▼	40	64▼	59	11▲	80
Health Net	27	37	73	61	16	78
Independent Health	17▲	23▲	82▲	72▲	9▲	89
MDNY	26	32	75▼	56▼	16	74
MVP	18▲	24▲	82	74▲	15	78
Oxford	26	34	74▼	57	10▲	80
Preferred Care	19▲	25▲	86▲	76▲	9▲	86
UnitedHealthCare of NY	27	54▼	77	57	31▼	75
Univera HealthCare	22	27▲	84▲	66	10▲	78
Upstate HMO	23	44▼	83	60▼	23▼	85
Vytra Health Plans	24	34	75▼	69	18▼	79
Statewide	23	33	80	66	14	80

* A low rate is desirable for this measure.

INITIATION AND ENGAGEMENT OF ALCOHOL AND OTHER DRUG DEPENDENCE TREATMENT

This is the first year that the NYSDOH required health plans to submit data regarding the initiation and engagement of alcohol and other drug dependence treatment for their commercial members. Individual plan rates are therefore not reported; instead statewide aggregate information is presented.

	Initiation of Alcohol and Other Drug Dependence Treatment	Engagement of Alcohol and Other Drug Dependence Treatment
Number of Plans	19	19
Number of Plans with less than 30 eligible members	0	0
Statewide Average	49	21
Range of Scores	24, 66	2, 32
Standard Deviation	13	9
10th Percentile	25	5
25th Percentile	40	15
Median:	49	21
75th Percentile	58	27
90th Percentile	65	30

MEDICAID HEALTH PLAN PERFORMANCE

HEALTH PLAN	Children's Access to Primary Care Providers				Adult Access to Preventive/Ambulatory Health		
	12-24 Months	25 Months-6 Years	7-11 Years	12-19 Years	20-44 Years	45-64 Years	65+ Years
ABC Health Plan	78▼	60▼	62▼	63▼	65▼	69▼	—
Affinity Health Plan	88▼	82▼	85▼	81▼	73▼	80▼	71▼
AmeriChoice	92	88▲	88▲	85▲	78▲	84	81
BSNENY	98▲	94▲	96▲	95▲	88▲	88▲	—
Blue Choice Option	98▲	88▲	89▲	88▲	84▲	90▲	—
CDPHP	99▲	93▲	93▲	91▲	89▲	92▲	92▲
CarePlus Health Plan	91	89▲	89▲	85▲	76▼	84	83
CenterCare	81▼	77▼	78▼	78▼	70▼	78▼	78▼
Community Blue	97▲	91▲	91▲	91▲	86▲	89▲	—
Community Choice	88	79▼	79▼	74▼	71▼	84	81
Community Premier Plus	89	85	88	83	77	86▲	86
Fidelis Care New York	92▲	85	85▼	82▼	77	84	82
HIP	89▼	87▲	91▲	87▲	80▲	85▲	88▲
Health Plus PHSP, Inc.	90	85	90▲	82▼	70▼	78▼	78▼
HealthFirst	88▼	84▼	86	84	75▼	83	86
Hudson Health Plan	94▲	88▲	77▼	67▼	79▲	85	84
Independent Health	98▲	93▲	91▲	91▲	89▲	93▲	—
MetroPlus	86▼	81▼	83▼	79▼	69▼	83	86
Neighborhood Health Providers	88▼	84▼	85▼	82	71▼	76▼	81
New York-Presbyterian CHP	86▼	79▼	86	80▼	69▼	77▼	78
Partners in Health	78▼	71▼	83▼	76▼	78	85▲	86
Preferred Care	97▲	89▲	86	86▲	85▲	91▲	—
Suffolk Health Plan	95▲	84	81▼	78▼	73▼	88▲	89
Total Care	98▲	89▲	90▲	88▲	86▲	88▲	—
UnitedHealthCare of New York	94▲	89▲	92▲	89▲	81▲	84	86
Univera Community Health	76▼	70▼	71▼	70▼	82▲	85	—
Vytra Health Plans	99▲	96▲	96▲	92▲	90▲	94▲	—
WellCare	86▼	84	86	81▼	72▼	80▼	71▼
Statewide	91	85	86	83	77	83	84

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

MEDICAID HEALTH PLAN PERFORMANCE

HEALTH PLAN	Problem Getting Care Needed*	Problem with Service*	Received Services Quickly	Overall Rating of Health Plan	Called or Written Health Plan with Complaints*	Complaints Resolved to Satisfaction
ABC Health Plan	39▼	31▼	60▼	57▼	12	86
Affinity Health Plan	30	24	63▼	70	13▼	72
AmeriChoice	31	30	67	71	9	81
BSNENY	16▲	26	82▲	77▲	7▲	84
Blue Choice Option	21▲	30	80▲	78	6▲	73
CDPHP	20▲	23▲	81▲	80▲	7▲	89
CarePlus Health Plan	35▼	25	63▼	71	12▼	87
CenterCare	36▼	25	58▼	59▼	10	82
Community Blue	20▲	23	78▲	74	5▲	80
Community Choice	30▼	27	60▼	71	11▼	76
Community Premier Plus	27	20▲	66▼	78▲	8	89
Fidelis Care New York	28	25	68	71▼	10	82
HIP	32▼	32▼	69	65▼	7▲	77
Health Plus PHSP, Inc.	34▼	22	61▼	74	9	83
HealthFirst	29	26	66▼	70	11▼	83
Hudson Health Plan	25	24	70	77▲	12▼	82
Independent Health	20▲	16▲	77▲	84▲	5▲	88
MetroPlus	28	24	62▼	74▲	7	74
Neighborhood Health Providers	33▼	32▼	57▼	65▼	8	64
New York-Presbyterian CHP	37▼	32▼	60▼	65▼	12▼	71
Partners in Health	30	18▲	64▼	67▼	6▲	67
Preferred Care	25	26	77▲	77▲	5▲	74
Suffolk Health Plan	30	27	58▼	72	10	78
Total Care	25	26	71▲	70	10	77
Univera Community Health	17▲	23	75▲	80▲	6▲	87
Vytra Health Plans	17▲	17▲	77▲	82▲	13▼	81
WellCare	34▼	34▼	72▲	65▼	11▼	85
Statewide	28	26	69	72	9	80

* A low rate is desirable for this measure.

LEGEND

- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

CHILD HEALTH PLUS PLAN PERFORMANCE

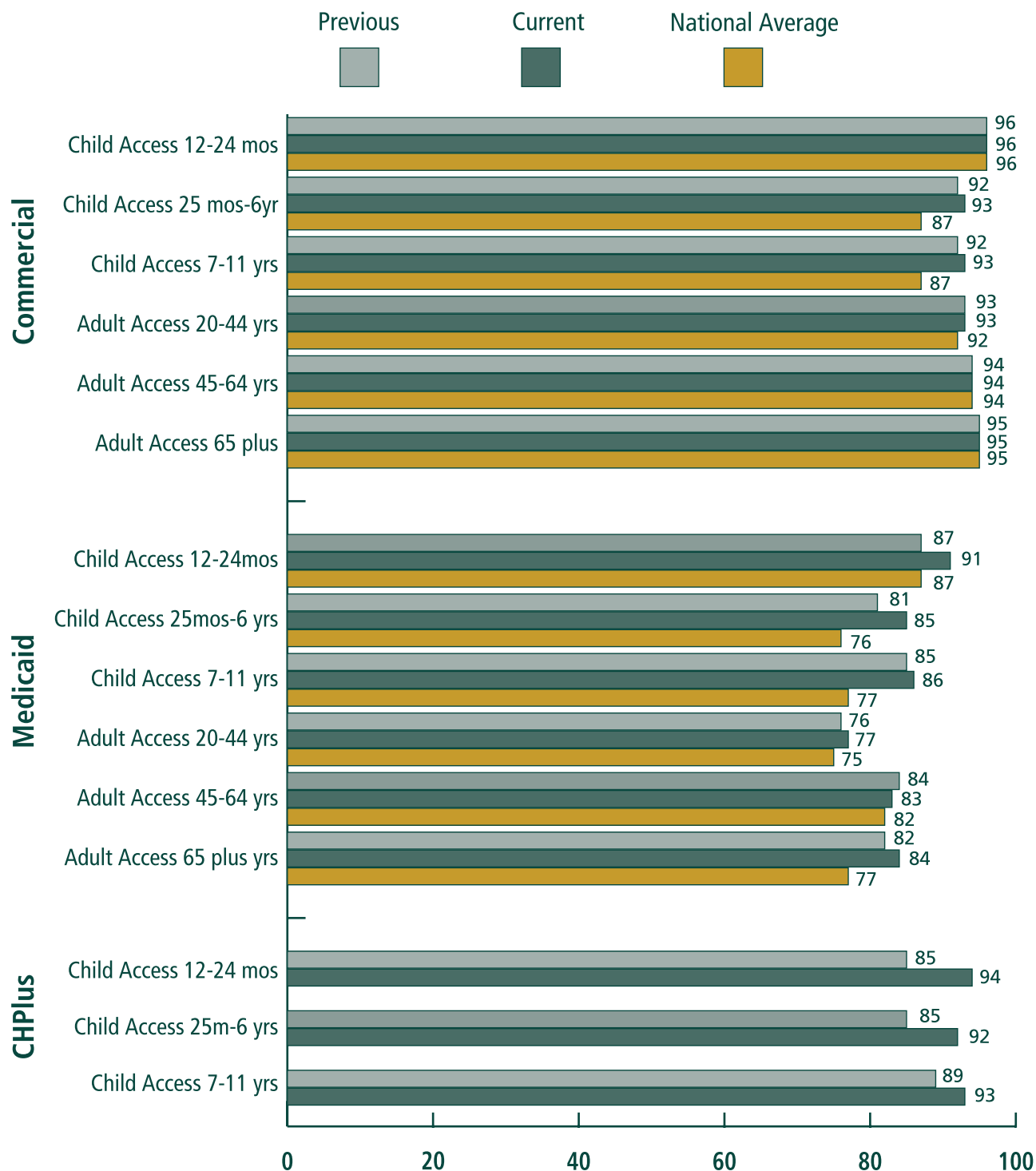
HEALTH PLAN	Children's Access to Primary Care Providers			
	12-24 Months	25 Months-6 Years	7-11 Years	12-18 Years
ABC Health Plan	—	59▼	58▼	64▼
Affinity Health Plan	85▼	84▼	89▼	84▼
AmeriChoice	—	95	—	—
BSNENY	100▲	97▲	97▲	95▲
Blue Choice	99▲	94▲	95▲	96▲
CDPHP	100▲	97▲	98▲	96▲
CarePlus Health Plan	88	92	94	89
CenterCare	—	76▼	78▼	71▼
Community Blue	100▲	96▲	97▲	95▲
Community Choice	95	86▼	91	82▼
Community Premier Plus	—	83▼	86▼	84
Empire	99▲	98▲	99▲	97▲
Fidelis Care New York	97	89▼	86▼	79▼
GHI	—	74▼	87▼	82▼
HIP	95	95▲	97▲	94▲
Health Plus PHSP, Inc.	93	86▼	88▼	81▼
HealthFirst	77▼	81▼	89▼	85▼
Hudson Health Plan	94	91	84▼	73▼
MetroPlus	79▼	76▼	84▼	79▼
Neighborhood Health Providers	—	87▼	86▼	85▼
New York-Presbyterian CHP	—	84▼	89	89
Partners in Health	—	47▼	—	—
Suffolk Health Plan	—	82▼	90	81▼
Total Care	—	91	97▲	93▲
UnitedHealthCare of New York	98▲	97▲	97▲	95▲
Univera Community Health	90	87▼	87▼	86
Upstate HMO	99▲	96▲	98▲	93▲
WellCare	81▼	89▼	91	87
Statewide Average	94	92	93	89

LEGEND

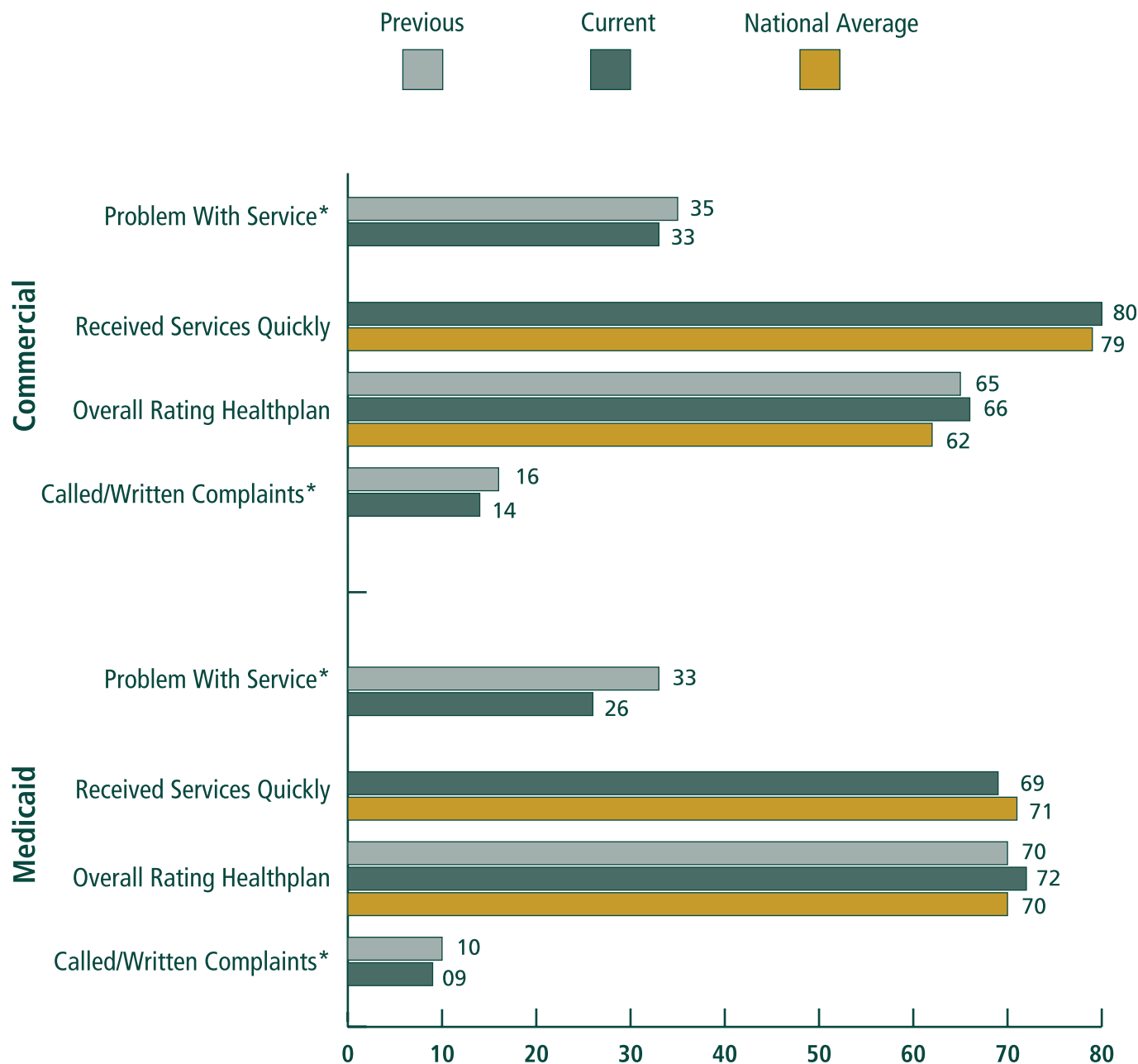
- ▲ Significantly better than statewide average in 2003
- ▼ Significantly worse than the statewide average in 2003
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

TRENDS AND BENCHMARKS – ACCESS



TRENDS AND BENCHMARKS – SERVICE



*A low rate is desirable for this measure.

Looking for more information on access to health services?

The following measures are published in the 2004 Report on Managed Care Performance Supplement at the direct link:
http://www.health.state.ny.us/nysdoh/mancare/qarrfull/qarr_2004/supplement_intro.htm

- Outpatient Use of Services: Outpatient Visits, Emergency Room Visits, Ambulatory Surgery Encounters
- Inpatient Use of Services – Medicine, Surgery, and Maternity: Total Days, Discharges, and Average Length of Stay



Regional Rates by Performance Measure



REGIONAL RATES BY PERFORMANCE MEASURE

Performance Measure	COMMERCIAL							MEDICAID						
	Region							Region						
	LI	HV	NE	CEN	WST	Total ROS	NYC	LI	HV	NE	CEN	WST	Total ROS	NYC
Provider Network														
Board Cert: Primary Care	86	86	87	88	86	86	85	87	83	85	88	86	86	83
Board Cert: OB/GYN	80	79	82	80	80	80	77	79	75	80	80	80	79	70
Board Cert: Pediatric Specialists	79	80	76	75	73	78	79	75	83	79	87	81	80	82
Provider Communication	91	93	94	93	94	93	89	87	87	92	88	89	88	84
Personal Doctor or Nurse	76	79	79	79	77	78	74	80	79	83	80	81	81	76
Satisfaction with Specialist	77	81	80	84	81	80	72	76	74	80	76	76	76	70
Child and Adolescent Care														
Childhood Immunization	61	65	76	76	79	71	58	57	60	64	61	65	62	56
Lead Testing	62	66	67	70	72	68	64	70	77	68	74	79	75	76
Asthma Medications (5-17)	71	72	75	77	69	71	70	63	64	67	68	66	65	64
Annual Dental Visit								37	44	49	49	49	43	37
Well-Child First 15 Mos. (5+ Visits)	86	86	94	87	94	90	84	83	85	91	82	83	84	75
Well-Child Age 3-6 Years	78	77	86	80	86	82	75	87	91	88	83	87	87	85
Adolescent Well-Care	51	50	56	49	54	53	52	77	80	80	76	78	78	75
Womens Health														
Breast Cancer Screening	72	73	76	76	78	75	71	63	63	61	65	64	63	67
Cervical Cancer Screening	79	80	83	84	85	82	79	68	67	75	73	77	73	70
Chlamydia Screen (16-20)	33	32	32	33	41	36	38	23	41	47	46	54	41	37
Chlamydia Screen (21-25)	37	36	34	34	38	37	40	26	37	48	44	54	45	45
Timeliness of Prenatal Care	86	88	93	93	93	90	84	78	77	84	75	84	80	76
Postpartum Care	67	70	82	84	86	76	65	65	65	60	65	63	64	63
Frequency of Ongoing PNC								53	53	74	57	57	58	51

ROS=Rest of State: the counties of NYS excluding New York City.

Note: Please refer to the Health Plan Profiles section of this report for a full description of regional areas of New York State.

REGIONAL RATES BY PERFORMANCE MEASURE

Performance Measure	COMMERCIAL							MEDICAID						
	Region							Region						
	LI	HV	NE	CEN	WST	Total ROS	NYC	LI	HV	NE	CEN	WST	Total ROS	NYC
Adults Living With Illness														
Controlling High Blood Pressure	57	59	66	67	64	62	60							
Asthma Medications (18-56)	74	75	78	76	73	75	73	71	73	71	76	75	74	69
Advising Smokers to Quit	71	70	74	77	75	74	68	70	72	66	64	72	70	58
Beta Blocker Treatment	93	94	96	97	97	95	90							
Cholesterol Management: Lipid Profile	83	84	85	83	85	84	83	70	63	79	69	75	71	74
Cholesterol Management: Lipids (<100)	56	54	54	51	51	53	55	37	18	41	32	38	33	36
Cholesterol Management: Lipids (<130)	72	72	72	71	71	71	71	49	25	56	42	51	45	50
Diabetes Care: HbA1c Testing	83	84	87	88	87	86	83	83	82	87	83	85	84	83
Diabetes Care: Poorly Controlled	34	33	25	26	26	29	36	44	45	33	45	41	42	43
Diabetes Care: Dilated Eye Exam	49	52	56	57	57	53	50	53	49	52	48	48	50	58
Diabetes Care: Lipid Profile	92	91	92	91	91	91	92	89	83	86	86	87	86	88
Diabetes Care: Lipids Controlled (<100)	39	35	37	36	36	37	37	36	30	31	29	33	32	34
Diabetes Care: Lipids Controlled (<130)	64	63	67	67	65	64	62	59	52	55	52	56	55	58
Diabetes Care: Nephropathy Screen	49	48	48	47	56	51	51	53	47	48	47	55	51	49
Behavioral Health														
Antidepressants: Optimal Contacts	32	30	24	22	15	21	35	33	36	15	21	22	23	34
Antidepressants: Acute Phase	57	58	61	60	64	61	55	42	41	43	44	51	48	40
Antidepressants: Continuation Phase	42	43	41	43	47	45	41	29	36	22	27	34	30	25
Ambulatory Follow-Up 7 Days	60	60	58	67	72	64	60	43	62	44	53	64	56	49
Ambulatory Follow-Up 30 Days	75	75	82	82	82	79	76	62	80	64	67	76	72	68
Access and Service														
Child Access: 12-24 Mos	96	96	99	98	99	97	95	92	91	98	95	96	94	89
Child Access: 25 Mos - 6 Yrs	92	92	96	95	96	94	90	86	85	92	88	88	88	84
Child Access: 7-11 Yrs	92	92	96	95	96	94	90	88	81	92	89	88	87	86
Child Access: 12-19 Yrs	88	89	94	92	93	91	86	84	75	90	87	87	84	82
Adult Access: 20-44 Yrs	93	93	95	94	94	93	92	78	76	87	82	84	82	74
Adult Access: 45-64 Yrs	93	94	96	94	95	95	92	84	83	89	86	89	86	82
Adult Access: 65+	94	95	98	96	97	96	92	87	81	87	85	85	85	84
Problem Getting Care Needed	27	25	19	23	20	22	31	25	27	17	25	21	24	32
Problem With Service	35	35	30	39	27	32	40	25	29	25	31	24	26	27
Received Services Quickly	74	79	84	82	84	81	70	71	70	83	74	78	75	62
Overall Rating Health Plan	62	62	72	64	71	66	57	76	73	77	70	77	75	68
Called/Written with Complaints	17	19	13	20	9	13	16	12	12	7	9	6	9	9

ROS=Rest of State: the counties of NYS excluding New York City.

Note: Please refer to the Health Plan Profiles section of this report for a full description of regional areas of New York State.

REGIONAL RATES BY PERFORMANCE MEASURE

Performance Measure	CHILD HEALTH PLUS						
	LI	HV	NE	CEN	WST	Total ROS	NYC
Child and Adolescent Care							
Childhood Immunization	63	62	64	71	64	64	62
Lead Testing	69	74	71	73	76	72	78
Asthma Medications (5-17)	70	72	79	74	73	73	67
Annual Dental Visit	45	52	53	45	57	50	43
Well-Child First 15 Mos. (5+ Visits)	79	76	87	79	70	78	78
Well-Child Age 3-6 Years	78	79	79	74	78	78	81
Adolescent Well-Care	56	54	53	49	56	54	59
Access and Service							
Child Access: 12-24 Mos	95	96	99	98	98	97	91
Child Access: 25 Mos - 6 Yrs	94	94	96	95	94	94	89
Child Access: 7-11 Yrs	96	93	97	96	94	95	91
Child Access: 12-18 Yrs	93	86	95	93	94	91	86

ROS=Rest of State: the counties of NYS excluding New York City.

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To learn how to enroll in Medicaid managed care,
 call your local Department of Social Services
 In New York City, call Medicaid CHOICE at 1-800-505-5678.

If you have a problem with your health plan, call:
 New York State Department of Health Complaint Hotline
 1-800-206-8125

Additional and related information is also available from the
 New York State Department of Health website on the Internet:
<http://www.health.state.ny.us>

Comments regarding the format of content of this report are welcome.

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